

## Privacy policy

Your privacy is important to us. We know that's what all these kinds of notices say, but we really mean it. You've placed your trust in us by using brezotours.com services, and we value that trust. That means we're committed to protecting and safeguarding any personal data you give us. We act in our customers' interest and are transparent about the processing of your personal data.

This document describes how we use and process your personal data, hopefully provided in a readable and transparent manner so you can understand where we're coming from without dying of boredom. As a bonus, it also tells you how to contact us if you have questions about your personal data, which we're more than happy to answer.

If you've ever used our services before, you know that brezotours.com offers online travel-related services through our own websites and mobile apps, as well as through other online platforms like partners' websites and social media. Why mention every one of these? It's good to know that all the information that follows applies to not one, not two, but all these platforms. We have several platforms, but one Privacy Statement.

This one Privacy Statement applies to any kind of information we collect through these platforms or other means connected to these platforms (like emailing our Customer Service team, for example). It makes reading all this a lot simpler. If you're one of our business partners, check out our Privacy Statement for Business Partners as well, to understand how personal data is further processed as part of the business relationship.

We might amend the Privacy Statement from time to time. If you care about your privacy, visit this page regularly to know exactly where you stand. If we make changes to the Privacy Statement which will have an impact on you (e.g. if we intend to process your personal data for other purposes than communicated in the past in this Privacy Statement), we'll notify you of these changes before the new activities begin.

If you disagree with this Privacy Statement, you should discontinue using our services. If you agree with our Privacy Statement, then you're all set to book your next stay.

What kind of personal information does brezotours.com collect?

We can't help you book the perfect accommodations without information, so when you use our services there are certain pieces of information we ask for. This is basic stuff – your name, preferred contact details, the names of anybody traveling with you, and your payment information. You can decide to submit special requests for your upcoming Trip (e.g. certain preferences). In addition to this, we also collect information from your computer, phone tablet or other device you're using to access our services. This can include the IP address, the browser you're using, and your language settings. There are also situations when we receive information about you from others or automatically collect other information. This is a basic overview of the information we collect, but if you'd like to know more specifics, we go into a lot more detail below.

Why does brezotours.com collect and use your personal data?

The main reason we ask you for personal details is a very good one – it's to help administer your online bookings and ensure you get the best service possible. We also use your personal data to contact you and inform you about our latest deals and special offers that we think would interest you. There are other uses, too – if you'd like to find out what they are, keep reading for a more detailed explanation.

How does brezotours.com share your data with third parties?

There are different parties integrated into the brezotours.com services in various ways for various reasons. The main purpose is to share your data relevant for your Trip with the Trip Provider to complete your Trip Reservation. There are also other parties that can receive some of your data, which are parties we involve to provide you with the brezotours.com services. These include financial institutions, advertisers, subsidiaries of the brezotours.com corporate family and other affiliates of the corporate family, or in some cases if we are required by applicable law, governmental or other authorities. We do not sell or rent your personal data. Below we'll go into more detail about how the information you share with us is used and exchanged with these parties.

How does brezotours.com process communications that you and your booked Trip Provider might send to brezotours.com?

brezotours.com can help you and Trip Providers exchange information and requests about their services and existing Trip Reservations, directing the communications through brezotours.com. If you want to find out more about how brezotours.com receives and handles these communications, read on!

How does brezotours.com use social media?

The use of social media services may be integrated with the brezotours.com services in various ways, which can involve us collecting some of your personal data or the social media provider receiving some of your information. If you'd like to learn more about how this information is used and exchanged, keep reading.

What security and retention procedures does brezotours.com put in place to safeguard your personal data?

We adhere to appropriate and adequate procedures to prevent unauthorized access to, and the misuse of, personal data that we process.

How can you control the personal data you've given to brezotours.com?

You always have the right to review the personal information we keep about you. You can request an overview of your personal data by emailing us at the email address [brezo@brezotours.com](mailto:brezo@brezotours.com). If you want to find out more about your rights to control your personal data, [here](#).

Who's responsible for the processing of personal data on the brezotours.com website and apps?

brezotours.com located in Istanbul controls the processing of personal data on its websites and mobile apps.

What kind of personal data does brezotours.com collect?

If you're looking for some more specifics. Here's an in-depth view of the information we collect.

Personal data you give to us.

brezotours.com collects and uses information that you provide us. When you make a trip reservation, you are (as a minimum) asked for your name and email address. Depending on the trip reservation, we might also ask for your home address, telephone number, payment information, date of birth, the names of any guests traveling with you, and any preferences (e.g. meal preferences or any mobility restrictions) you have for your trip.

If you need to get in touch with our customer service team, or reach out to us through other means (e.g. using social media, or communicating with your booked trip provider through us), we'll collect information from you there, too. Guests can also be asked to provide a review to help ensure future guests get exactly what they're looking for. We'll collect information from you included in your reviews, like your display name and avatar if you choose one.

There are also other instances where you'll provide us with information. For example, if you're browsing with your mobile device, you can decide to enable brezotours.com to see your current location or grant access to your contact details – this helps us provide you with the best possible service and experience (e.g. to see our city guides, the nearest restaurants & attractions to your location, or other recommendations). You can also open a user account, which allows you to save your personal settings, upload photos, review previous bookings, or plan and manage future reservations or benefit from other features only available to account holders (such as incentives or other benefits we might offer).

You can decide to participate in referral programs or sweepstakes, which involves providing us with personal data. In addition to that, you can provide us with feedback or ask for help with using the brezotours.com travel services.

Personal data you give us about others.

Of course, you might not just be making a trip reservation for yourself. You might be doing a trip with other guests whose details you provide as part of the trip reservation, or you might make a trip reservation on behalf of someone else. In some cases, you can use brezotours.com to share information with others. This might take the form of forwarding a wish list or participating in referral programs, but such

information can only be used as described in the offered interface – check the details there if you want to learn more.

However, now we should point out that it's your responsibility to ensure the person or people you've provided personal information about are aware that you've done so and have accepted how brezotours.com uses their information (as described in this useful privacy statement).

Personal data we collect automatically.

Even if you don't end up making a trip reservation (and when you do), when you visit our websites or apps, we automatically collect certain information. This includes your IP address, the date and time you accessed our services, the hardware, software, or internet browser you used and information about your computer's operating system, like application versions and your language settings. We also collect information about clicks and which pages were shown to you.

If you're using a mobile device, we might also collect data that identifies your mobile device, device-specific settings and characteristics, location details, app crashes, and other system activity. When you make a reservation, our system registers through which means and from which websites you made your reservation or entered the brezotours.com websites and/or apps.

Why does brezotours.com collect and use your personal data?

We use the information collected about you for various purposes. Your personal data may be used in the following ways:

**Trip reservations:** First and foremost, we use your personal data to complete and administer your online trip reservation, which is central to what we do as a company! This includes sending you communications related to your Trip Reservation like confirmations, modifications, and reminders.

**Customer service:** We provide international customer service from our local offices in many languages. Sharing your relevant details, such as reservation information or information about your user account with our global customer service staff allows us to respond when you need us – including helping you find an appropriate trip provider and responding to any questions you might have about your trip reservation (or anything, for that matter).

Based on your information, individualized offers might be shown to you on the brezotours.com website, in mobile apps or on third-party websites/apps (including social media sites), and the content of the site displayed to you might also be personalized. These could be offers that you can book directly on the brezotours.com site, or on co-branded sites, or other third-party offers or products we think might interest you.

When you participate in other promotional activities (such as sweepstakes, referral programs or competitions), relevant information will be used to administer these promotions.

Communicating with you: There may be other times when we get in touch with you, including by email, mail, phone, or text message – which method we choose depends on the contact information you previously shared with us. We also process the communications you send to us.

We might also send you other materials related to your reservations, like how to contact [brezotours.com](http://brezotours.com) if you need assistance while you're away, and information that we feel could be useful to you in planning your trip or getting the best out of your stay. We might also send you material related to upcoming reservations or a summary of previous reservations you made through [brezotours.com](http://brezotours.com).

Even if you don't have an upcoming reservation, we might need to send you other administrative messages, which can include security alerts.

Market research: We sometimes ask our customers to take part in market research. When you're invited to participate, review the information provided to better understand what personal data is collected and how it used.

Improving our services: We also use personal data for analytical purposes. This is part of our mission to improve our services and enhance the user experience, but can also be used for testing purposes, troubleshooting, and improving the functionality and quality of our online travel services. The main goal here is to optimize and customize our online platform to your needs, making our site easier and more enjoyable to use. We strive to only use pseudonymized data for these analytical purposes.

Guest reviews and other destination-related information: During and after the Trip you book through us, you might be invited to submit a review. We can also enable guests traveling with you or on whose behalf you have booked to provide a review. This request asks for information about the Trip Provider or the destination. Account holders can choose to either display a review with a screen name instead of their real name (which can be chosen in the user account facility), or else choose to display a review anonymously. Adding an avatar is also possible. By completing a guest review, you are agreeing that it can be displayed on (as described in detail in our Terms and Conditions) the relevant Trip Provider information page on our websites, our mobile apps, our social media accounts, and social media apps, or on the online platform of the relevant Trip Provider or business partner's website. This is to inform other travelers about the quality of the Trip Service you used, the destination you have chosen or other experiences you choose to share.

Legal purposes: Finally, in certain cases, we might need to use your information to handle and resolve legal disputes, for regulatory investigations and compliance, to enforce the terms of use of the [brezotours.com](http://brezotours.com) online reservation service, or to comply with lawful requests from law enforcement.

Providing your personal data to [brezotours.com](http://brezotours.com) is voluntary. However, depending on the type of service you want to use, we might only be able to provide you with this service if certain personal data is collected.

to contact [brezo@brezotours.com](mailto:brezo@brezotours.com)

How does [brezotours.com](http://brezotours.com) share your data with third parties?

We use third parties to process payments, handle chargebacks or provide billing collection services. When a chargeback is requested for your trip reservation by either you or the holder of the credit card used to make your reservation, we need to share certain reservation details with the payment service provider and the relevant financial institution to handle the chargeback. This could also include a copy of your reservation confirmation, or the IP address used to make your reservation. We might share information with relevant financial institutions if we consider it strictly necessary for fraud detection and prevention purposes.

We share personal data with advertising partners, including your email address, as part of marketing the brezotours.com services through third parties (to ensure that relevant advertisements are shown to the right audience). We strive to only share email addresses in hashed form to enable the matching of your email address with an existing customer database so your email address can't be used for other purposes.

All service providers are required to continue to safeguard your personal data adequately.

Competent Authorities: We disclose personal data to law enforcement insofar as it is required by law or is strictly necessary for the prevention, detection or prosecution of criminal acts and fraud or if we're otherwise legally obliged to do so. We may need to further disclose personal data to competent authorities to protect and defend our rights or properties, or the rights and properties of our business partners.

The transmission of personal data as described in this privacy statement may include overseas transfers of personal data to countries whose data protection laws are not as comprehensive as those of the countries within the European Union. Where required by European law, we shall only transfer personal data to recipients offering an adequate level of data protection. In these situations, as may be required, we make contractual arrangements to ensure that your personal data is still protected in line with European standards. You can ask us to see a copy of these contractual agreements using the contact details below.

We might share your personal data with them for the following purposes:

To provide services (including to make, administer, and manage reservations or handle payments);

To provide customer support services.

To detect, prevent, and investigate fraudulent, other illegal activities and data breaches.

For analytical and product improvement purposes.

To provide personalized offers or send you marketing with your consent or as otherwise permitted by applicable law.

To ensure compliance with applicable laws.

What security and retention procedures does brezotours.com put in place to safeguard your personal data?

We observe reasonable procedures to prevent unauthorized access to, and the misuse of, personal data.

We use appropriate business systems and procedures to protect and safeguard the personal data you give us. We also use security procedures and technical and physical restrictions for accessing and using the personal data on our servers. Only authorized personnel are permitted to access personal data in the course of their work.

We will retain your personal data for as long as we deem it necessary to enable you to use our services, to provide our services to you (including maintaining the online user account (if created), to comply with applicable laws, to resolve disputes with any parties, and otherwise as necessary to allow us to conduct our business, including to detect and prevent fraud or other illegal activities. All personal data we retain will be subject to this Privacy Statement.

How can you control the personal data you've given to brezotours.com?

We want you to be in control of how your personal data is used by us. You can do this in the following ways:

You can ask us for a copy of the personal data we hold about you.

You can inform us of any changes to your personal data, or you can ask us to correct any of the personal data we hold about you, though you may be able to make such changes yourself as explained below;

In certain situations, you can ask us to erase, block, or restrict the processing of the personal data we hold about you, or object to particular ways in which we are using your personal data; and

In certain situations, you can also ask us to send the personal data you've given us to a third party.

Where we use your personal data on the basis of your consent, you are entitled to withdraw that consent at any time subject to applicable law. Moreover, where we process your personal data based on legitimate interest or the public interest, you have the right to object at any time to that use of your personal data subject to applicable law.

We rely on you to ensure that your personal data is complete, accurate and current. Please inform us of any changes to or inaccuracies of to your personal data by contacting us immediately.

If you have an online user account, you can access a significant amount of your personal data through our website. Our website generally present you with the option to add, update or remove information we have about you.

If any personal data we have about you is not accessible through our website/apps, you can send us your request at no cost. For any of your requests in regards to this Privacy Statement and to exercise any of your rights or if you have a complaint, you can contact [brezo@brezotours.com](mailto:brezo@brezotours.com)

If you want to object to the processing of your personal data on the basis of legitimate interest and no opt-out mechanism is available to you directly, you can contact us at [brezo@brezotours.com](mailto:brezo@brezotours.com).

Who is responsible for the processing of personal data on [brezotours.com](http://brezotours.com) and how to contact us?

Brezo Tours controls the processing of personal data as described in this Privacy Statement. Brezo Tours is a private limited company, incorporated under the laws of Turkey and has its office at Ahi Evran Cad. 42 Maslak No.6 A Kule, Daire 1507-1508 Maslak, 34398 İstanbul.

If you have any questions about this Privacy Statement or our processing of your personal data, contact our customer service team via any contact page or directly to [brezo@brezotours.com](mailto:brezo@brezotours.com).