

AYC Privacy Policy

YOUR PRIVACY

We respect your privacy and are committed to protecting the personal data we hold about you. This policy explains what data we collect about you, how we collect it, the measures we take to keep your data secure and the uses we make of it. We also explain the options you have in relation to your personal data.

When you request services from us or access our websites, you consent to our collection, retention and use of your personal data in the manner described in this policy and accept the risks outlined in the Security section.

SCOPE

This policy covers the personal data we collect about you for our Charter and equipment rental. It does not address data that does not personally identify you, such as aggregated anonymous data. We are free to use non-personal data as we wish. We do not knowingly obtain personal data from individuals under age 16 years.

Who we are

We are ADRIA YACHT CENTER GmbH Company based in Tiefer Graben 7, Vienna, 1010, Austria. Together with our partner companies and agencies, provides boat charter and other related services worldwide. All references in this policy to “we”, “us” and “our” are to Go4sailing. Our businesses generally operate under “AYC”. However, some charter charters and agencies are not covered because they have their own Privacy Policy. We also operate other related businesses listed under own names.

We operate a large network of Charter companies and agencies in provision of our services worldwide and are affiliated to many other companies through ownership. As some of our business partners are independent companies, they are not owned or controlled by us and are not covered by this policy, although they may have their own privacy policies to govern the personal data they collect.

Legal issues

We do business in many countries and aim to comply with the privacy laws applicable to the personal data we collect and use.

In addition, we comply with the Safe Harbor principles agreed between the U.S. and the E.U. establishing minimum standards of data protection for transfers of data from countries in the European Union to the United States.

Changes

We may change this policy from time to time. If we do so, the amended policy will take effect when we post it on our website.

COLLECTION

We collect a range of data about you from a variety of sources for the purposes of our business. The examples we provide here are illustrative rather than a complete list of our practices.

What we collect

We collect the data we need to provide the services you request from us, which may include:

- Name, address and contact details, including telephone and mobile number, and email;
- Date and place of birth, passport number and license number;
- Credit card information;
- Location data such as geographic location of electronic devices used to contact us;
- Rental charges you incur and other information relating to your transactions; and
- Information about your credit history from consumer reporting agencies.

Sources

We collect personal data directly **from you** when you make a reservation or register for our service, including information you provide:

- When you call our reservation, customer contact or call centers;
- On our websites;

- At the charter location
- We might also gather personal data about you from a variety of **other sources**, including:
- Reservations you make with us through partners, travel agents or charter companies.
- Transactions you complete with us, including options you take, charges you incur and any incidents or accidents that may occur; and
- Other companies that have business relationships with us, such as our business partners.

Other company websites

Our websites and e-mail messages may contain links to websites operated by other companies. You should be aware that the collection and use of any data you provide on these websites will be governed by the privacy policy of the company providing the website and not by this policy.

RETENTION

We try to ensure that the personal data we retain about you is stored securely and is as accurate, current and complete as necessary for the purposes we use it for.

Storage

We generally retain personal data about our customers for as long as we believe appropriate for the purposes for which it was collected or as otherwise required by applicable law. Our principal databases for storing the personal data we collect are located in Germany.

Security

As you may be aware, there is no completely secure method of transmitting or storing data. Although their physical characteristics are different, postal mail, telephone calls, text messages, faxes and transmissions over the Internet all present possibilities of loss, misrouting, interception and misuse of the data that is transmitted.

We aim to maintain appropriate physical, procedural and electronic safeguards to protect your personal data, including:

- Restricting access to personal data to our employees on a “need to know” basis;
- Enforcing policies and procedures for our employees in their handling of personal data;

Security of communications

We try to strike a balance between the security of your data and your convenience. As a result, we may sometimes use a method of communication that is less secure than a less convenient alternative.

For example, we will send you e-mail or text message in unencrypted form (i.e. instantly readable) because many of our customers are unable to access encrypted (i.e. coded) e-mail. This means that our email, if misrouted or intercepted, could be read more easily than encrypted e-mail. For this reason, please do not include confidential information, such as your credit card number, in any e-mail you send to us.

For a more secure way to communicate with us over the Internet, please click on the “**Contact Us**” link at the bottom of any page on www.ayc.at and follow our instructions.

USES

By making a reservation with us, you consent to our use and disclosure of your personal data for the operational uses listed below. We would also like to use your data for our marketing purposes.

Operational uses The examples provided below are illustrative and not a complete list of our practices:

To provide you services

We will share your personal data among agents, our charter companies, and ourselves and to provide services to you, including to:

- Make your charter reservations;
- Process your transactions;
- Provide you with enhanced charter services, Provide you with customer assistance;
- Bill and collect amounts owed to us for your charters and
- For customer satisfaction and market research purposes to help us improve our services.

Disclosure to companies you use

We might also share your information with companies you use in connection with your charter, including:

- Your credit card provider and other companies that process your charges;
- Any company or organization that is paying your charter charges;
- Any intermediary you use, such as a travel agent or club, in relation to any aspect of your charter.

Protective and legal uses

We may use and disclose your personal data as we believe appropriate, in compliance with applicable law, to protect our business. For example, we may share your personal data with credit reporting and fraud checking agencies. We may also share your data with organizations to enforce the rental agreement and recover any monies due, such as debt collection agencies.

In addition, we may share your personal data for legal reasons, including:

- Cooperating with law enforcement agencies, to identify individuals who may be involved in illegal activities;
- Responding to governmental and administrative bodies in relation to charges arising during the charter, such as mooring fees and fines.
- To comply with applicable law.

Disclosure to our agents

We may use other companies as our agents to act on our behalf and assist us in the conduct of our business, performing services for us under our instruction. These services may include hosting certain websites or databases, running promotions for us, sending marketing communications, carrying out data analysis and conducting customer satisfaction surveys or other research. We will require our agents to maintain appropriate security standards to protect your personal data and use the data only for the purposes we specify.

Disclosure for corporate transactions

We may disclose your personal data to other companies in relation to the sale, merger or transfer of one of our businesses to enable the other company to decide whether to proceed with the transaction. If the transaction is completed, the company will be required to observe the relevant provisions of this policy with respect to the data provided.

Marketing uses

We may aggregate your personal data and use it to develop targeted marketing programs and service offerings that we believe may be of interest to you. We would like to send these to you by email or by mail. We would also like to share your personal data with our business partners for their marketing purposes. You have choices in relation to our marketing uses of your personal data as follows:

US residents

We may use your personal data for the above marketing purposes, although you can choose to limit or restrict our mailings and our sharing of your data for these uses by following the instructions at *Marketing Options* below.

EU residents

We will only use your personal data for our marketing purposes with your prior consent, which may be collected from a number of sources.

If you do not receive marketing messages from us and would like to do so, or if you want to limit or restrict our mailings or sharing of your data for marketing purposes, please follow the instructions at *Marketing Options* below.

Residents of other countries

Our use of your personal data for marketing purposes will comply with your local law. You can instruct us how we can use your personal data for marketing purposes by following the instructions at *Marketing Options* below.

Marketing Options

If you have made a reservation, booking or request you will have made marketing choices when you enrolled. These choices are now recorded in your Profile. If you want to edit this data please complete the *My Privacy Choices* form at the end of this policy and mail it to us, following the instructions at Contact Us below.

Alternative opportunities to opt-out

Our marketing emails contain an unsubscribe option. If you do not want us to continue to send marketing emails to your email address, click on '*unsubscribe*' and we will not send further marketing emails to that address, although you may still receive emails at other addresses for which you have not unsubscribed.

Important points to note

Please note the following points about the marketing choices you make:

- If you change your marketing choices, we will always observe your most recent choice associated with your data. Although we aim to process your choices promptly, you may still receive marketing communications prepared before we received your request to unsubscribe;
- If you change your address, we will continue to follow your directions for your most recent address provided from your data.
- If you choose not to receive marketing messages from us, you may not be able to receive certain benefits connected to your data.

Contact Us

We hope this policy answers your questions about our collection and use of your personal data. If you have additional questions or want to contact us for a specific purpose, please select from the following:

Access/Corrections: Please send any request to access, amend or delete certain personal data we hold about you to the address below.

General questions: You should send any questions you may have about this policy to the address below. If you feel our response is not satisfactory, we will refer you to a neutral and independent dispute resolution organization.

Marketing: Send a completed *My Privacy Choices* form (at the end of the policy) to the address below. We aim to process your choices promptly on receipt, but you should please allow a number of days for your choices to become effective.

Security: If you have reason to believe that the personal data we hold about you is no longer secure, you must immediately notify us of the problem by either clicking "**Contact Us**" at the bottom of any page on **www.ayc.at** or call us on 0043 1 533 0640

Contact addresses:

- Director, ADRIA YACHT CENTER GmbH, Tiefer Graben 7, Vienna, 1010, Austria

My Privacy Choices

Please complete this form and send it to us by following the instructions at *Contact Us* above.

(Updates: Please update your information in your data using this form for changes.)

Name:.....

Address:.....

State/Province:.....

Zip/Post code:.....

Country:.....

Email Address:.....

A: Please send me marketing offers and materials

	Yes	No
Postal mail	<input type="checkbox"/>	<input type="checkbox"/>
E-mail	<input type="checkbox"/>	<input type="checkbox"/>

B: Please share my personal data with business partners for their marketing purposes:

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>