

Privacy / Cookies

Privacy statement

Blue Bird Travel BV attaches great importance to your trust in our organization. On this page we inform you about how we handle your personal data. We naturally do everything we can to optimally protect your personal data against unauthorized use. Only authorized personnel in our company have access to your data. The storage and transmission of your data via the internet are secured using current standard techniques and are adapted in accordance with the AVG law.

Processing of personal data

You can visit our website without telling us who you are or providing any personal information. In order to be able to fully offer our products and/or services, we need to process data such as your name, address, date of birth, e-mail address and telephone number, as well as the necessary data when making a payment. When you make a reservation, we process your booking information. This information may include details of your tour, accommodation, flight, overseas wedding ceremony or funeral, prices and the date of your booking. We also specifically ask for information in the interest of the trip, such as contact details of people staying at home. In addition, we process information about your travel schedule, (online) check-in, boarding pass(es) and fellow travelers. In addition, we process your personal data with regard to additional services, such as luggage, parking, etc. We record your communication with us via your personal "Blue Bird Travel BV" account, e-mail, social media or WhatsApp. Even if you call us, our employees will record your questions and complaints. Telephone conversations may be recorded for training purposes.

Special personal data

We keep data of travelers who, for example, have been found to have taken drugs or who have endangered safety on board. In addition, you can also share special personal data with, for example if you need medical assistance, have requested permission to travel with a medical condition or have ordered a special meal. By providing such personal data yourself, you agree that we may collect, use and possibly share this information with third parties. You are always entitled to withdraw your consent. However, this may mean that we are unable to provide some or all of the services you require.

Purposes of processing personal data

We use your complaints for additional services and to improve these services or to inform you in the future about travel products and other marketing purposes, including sending newsletters, social media and other platforms. This ensures that we can tailor our messages even better to our existing customers and communicate more relevantly.

In order to provide the service and travel product as best as possible, it may be necessary to make your personal data available to our suppliers or third parties. They deliver the final products and services that you have booked with us. We never provide your personal data to persons or companies for commercial exploitation

without your permission. When you travel abroad, we may be required (by government authorities at points of departure and arrival) to provide and process your personal data for border control, immigration, security, anti-terrorism and other purposes as deemed appropriate. Even if the provision of data is not mandatory, we may decide to be helpful to government agencies.

Inspection, correction and deletion of personal data

We are responsible for data processing. If you would like to inspect, correct and/or delete your personal data, you can send a request to the following email address: info@bluebirdtravel.nl.

WhatsApp

Blue Bird Travel BV has taken measures to protect your data as best as possible. However, we are not responsible for the data processing of WhatsApp, so our Privacy Statement does not apply to it. Would you like to share privacy-sensitive information with us? Then we recommend that you do not do this via WhatsApp. You can reach us via 088-2042002 (local rate) or you can send an e-mail to info@bluebirdtravel.nl.

Insurance

The new privacy law has been valid since May 25, 2018, we work together with VZR guarantee fund and are not liable for their privacy statement.

Questions

If you have any questions or comments about our privacy policy, you can send them by email to: info@bluebirdtravel.nl.

Cookies

We use your IP address to handle problems with our server and for the administration of our site. The IP address is also used to recognize visitors. Our site uses so-called cookies. Cookies consist of a standard internet technology that allows us to store and access certain login information on the user's system. Cookies cannot be used to identify persons, but only machines. You can set the computer yourself so that no cookies are accepted.