



Privacy Policy (General)

I, Dimitrios Zachos, as the owner of the TCM Group websites, take the obligation of data protection very seriously as a provider of travel services and the responsible entity. I design my services in a way that only necessary personal data is collected, processed, and used. Under no circumstances will personal data be rented or sold to third parties for advertising purposes. Without your explicit consent, personal data will not be used for advertising or marketing purposes either. Only those individuals who require access to personal data for the performance of their tasks, who are informed about the legal provisions regarding data protection, and who have committed to complying with applicable legal requirements (§ 5 Federal Data Protection Act (BDSG), or Article 5 of the EU General Data Protection Regulation (EU-GDPR)) have access to personal data.

Changes in Purpose of Processing and Data Use

Due to technological advancements and organizational changes, the processing methods employed may change or evolve. Therefore, I reserve the right to further develop this privacy policy in accordance with new technical and organizational conditions. I kindly request you to periodically review this privacy policy provided by me. If you do not agree with the developments that occur over time, you have the right to request the deletion of data, as per Article 17 of the EU-GDPR, provided that there are no other legal obligations, such as commercial or tax retention requirements, justifying the data's retention.

Data Collection and Storage / Use and Disclosure

The personal data collected as part of my services will only be used for contract processing and the handling of your inquiries/bookings without your consent. This means that when you make a booking through me and my websites, your provided personal data, including your booking and contact information (name, first name, address, email address, telephone number), potentially data in travel documents (passport number, passport data, date of birth), data related to payment methods, and other data provided by you to fulfill my contractual obligations and process your trip will be stored, processed, and, if necessary for the booking, transmitted to third parties such as booked service providers like travel organizers, hotels, or other service providers related to your booking. Furthermore, your data may be used and disclosed to third parties, such as for advertising and market research purposes, only if you have given your prior consent. You can, of course, revoke your consent at any time with future effect. To do so, please send an email to info@ferienwahl.de with the subject "Remove from databases." The processing and use of your personal data are carried out in accordance with the provisions of the BDSG or, from May 25, 2018, the EU-GDPR.

Data Processing for Contractual Performance: Travel Booking or Booking Inquiry We process your travel inquiry and send you the associated information, such as price and offer details, to your provided email address. In connection with your booking, you may also receive additional tailored messages by email, such as booking changes or tips to enhance your booked trip, as well as product recommendations. You can opt out of receiving these communications at any time by sending an email to info@ferienwahl.de. Upon receiving your objection, we will inform you of potential risks and promptly cease sending such communications. If necessary, personal data will be disclosed to companies involved in the execution of this contract, such as service providers, hotels, transport companies, or credit institutions/payment service providers for payment processing.

Export and Processing of Data in Countries Outside the European Economic Area There is no export of your personal data to countries outside the European Economic Area (EEA), unless it is evident from the booking that the transmission of the provided data to third parties located in third countries, for example, for contract fulfillment (Article 49 EU-GDPR), is necessary and is mentioned in this privacy policy.

Special Considerations for USA Travel

Due to a US federal law related to homeland security and counterterrorism efforts, airlines are required to provide the flight and reservation information of each passenger to US immigration authorities before entry. Entry into the USA is not possible without this data transmission. The American Customs and Border Protection (CBP) agency collects this data and may only share it with other authorities on a case-by-case basis. Your Rights As an affected individual, you have various rights under the GDPR, such as the right to correction or deletion of your personal data, as well as the right to restrict or object to the processing of your personal data. Additionally, anyone whose personal data is processed has the right to obtain, at any time and free of charge, information from the data controller about the personal data stored about them and a copy of this information. All requests for information should be directed to the responsible entity: TCM Group, Dimitrios Zachos, Falterweg 23, 44797 Bochum, Email: info@ferienwahl.de Without prejudice to any other administrative or judicial remedy, you have the right to lodge a complaint with a supervisory authority, in particular in the Member State of your habitual residence, place of work, or the place of the alleged infringement if you believe that the processing of your personal data violates the GDPR. The supervisory authority to which the complaint has been lodged will inform the complainant about the progress and the outcome of the complaint, including the possibility of a judicial remedy under Article 78 of the GDPR.

Specifics for Our Website

With each access to a web page of my company by an affected person or an automated system, a series of general data and information is collected. This general data and information are stored in the server's log files. The following data may be collected: (1) browser types and versions used, (2) the operating system used by the accessing system, (3) the website from which an accessing system reaches our website (so-called referrers), (4) the sub-websites accessed via an accessing system on our website, (5) the date and time of access to the website, (6) an internet protocol address (IP address), (7) the internet service provider of the accessing system, and (8) other similar data and information used for security purposes in the event of attacks on our information technology systems.

My company does not draw any conclusions about the affected person when using this general data and information. Instead, this information is needed to (1) deliver the content of my website correctly, (2) optimize the content of my website as well as its advertisement, (3) ensure the long-term viability of my information technology systems and website technology, and (4) provide law enforcement authorities with the information necessary for criminal prosecution in the event of a cyberattack. These anonymously collected data and information are therefore evaluated by my company both statistically and with the aim of increasing data protection and data security within my company to ultimately ensure the optimal level of protection for the personal data I process. The anonymous data in the server log files are stored separately from all personal data provided by an affected person.

External Links

For your information, you will find links on my pages that refer to third-party websites. Unless it is clearly recognizable, I would like to point out that these are external links. The responsible entity has no influence on the content and design of these pages of other providers. Therefore, the guarantees of this privacy policy do not apply to external providers.

What Security Standards Do I Use (SSL Technology)?

The transmission of sensitive, personal data between your computer and my servers or the servers of my partners and service providers is encrypted using the SSL (Secure Socket Layer) protocol during bookings and payments. This ensures that third parties have no way to intercept your data during transmission. In addition to secure transmission between your computer and my servers, access to my servers by third parties is protected by various security mechanisms. Furthermore, I have organizational and technical security measures that I continually evaluate and adapt as needed to protect the personal data I store and process on your behalf.

Use of Cookies

The responsible entity uses so-called "cookies" to customize and optimize the online experience and online time of customers. A cookie is a text file that is either temporarily stored in the computer's memory ("session cookie") or on the hard drive ("persistent" cookie). Cookies may contain information about the user's previous accesses to the respective server or information about which offers have been accessed. Cookies are not used to execute programs or load viruses onto your computer. The primary purpose of cookies is to provide an offer tailored specifically to the customer and to make the use of the service as convenient as possible.

Prevention of Cookies

Visitors have the option to decline the setting of cookies when visiting my websites and at any time thereafter. This is usually done by selecting the appropriate option in the browser settings or through additional programs. Further details can be found in the help function of the browser used by the customer. If a customer chooses to disable cookies, this may reduce the functionality of the service and have a negative impact on the use of the services provided by the responsible entity.

Subscription to Our Newsletter

On the websites of my company, users are provided with the option to subscribe to my company's newsletter. The personal data transmitted to the data controller when ordering the newsletter is determined by the input mask used for this purpose. My company regularly informs its customers and business partners about the company's offers through a newsletter. The newsletter of my company can generally only be received by the affected person if (1) the affected person has a valid email address and (2) the affected person registers for the newsletter or (3) a customer contact has already occurred through a previous search query via a form. For legal reasons, a confirmation email in the double opt-in procedure is sent to the email address first entered by an affected person for newsletter delivery. This confirmation email serves to check whether the owner of the email address, as the affected person, has authorized the receipt of the newsletter.

When registering for the newsletter, I also store the IP address assigned by the Internet Service Provider (ISP) of the computer system used by the affected person at the time of registration, as well as the date and time of registration. The collection of this data is necessary in order to be able to trace the (possible) misuse of an email address of an affected person at a later point and therefore serves the legal protection of the data controller. The personal data collected as part of the newsletter registration will only be used to send my newsletter. Subscribers to the newsletter may also be informed by email if this is necessary for the operation of the newsletter service or for registration, as might be the case in the event of changes to the newsletter offering or changes in technical circumstances. There is no transfer of personal data collected in the context of the newsletter service to third parties. Subscription to my newsletter can be canceled by the affected person at any time. The consent to the storage of personal data, which the affected person has given me for newsletter delivery, can be revoked at any time. There is a corresponding link in every newsletter for the purpose of revoking consent. In addition, there is also the possibility to unsubscribe from the newsletter directly on the website of the data controller or to inform the data controller in another way.

Use of Other Analytical Programs

The responsible entity conducts analyses of its customers' behavior in the context of using its service or commissions such analyses to be conducted. For this purpose, anonymized or pseudonymized usage profiles are created. The sole purpose of creating these usage profiles is to constantly improve the service of the responsible entity.

Use of Google Analytics (with anonymization function)

The data controller has integrated the Google Analytics component (with anonymization function) into this website. Google Analytics is a web analytics service. Web analytics is the collection, gathering, and analysis of data about the behavior of visitors to websites. A web analytics service collects, among other things, data about which website a data subject has come to a website from (so-called referrers), which subpages of the website were accessed, or how often and for what duration a subpage was viewed. Web analytics is predominantly used for the optimization of a website and for the cost-benefit analysis of internet advertising. The operator of the Google Analytics component is Google Inc., 1600 Amphitheatre Pkwy, Mountain View, CA 94043-1351, USA. The data controller uses the addition "_gat._anonymizeIp" for web analysis via Google Analytics. By means of this addition, the IP address of the data subject's internet connection is shortened and anonymized by Google when accessing our websites from a member state of the European Union or from another state party to the Agreement on the European Economic Area. The purpose of the Google Analytics component is to analyze the traffic on our website. Google uses the collected data and information, among other things, to evaluate the use of our website and to provide us with online reports, which show the activities on our websites, and to provide other services concerning the use of our website for us. Google Analytics places a cookie on the information technology system of the data subject. What cookies are has already been explained above. By setting the cookie, Google is enabled to analyze the use of our website. With each call-up to one of the individual pages of this website, which is operated by the data controller and into which a Google Analytics component was integrated, the internet browser on the information technology system of the data subject will automatically submit data through the Google Analytics component for the purpose of online advertising and the settlement of commissions to Google. During the course of this technical procedure, Google gains knowledge of personal data, such as the IP address of the data subject, which serves Google, among other things, to understand the origin of visitors and clicks, and subsequently create commission settlements. The cookie is used to store personal information, such as the access time, the location from which the access was made, and the frequency of visits to our website by the data subject. With each visit to our website, such personal data, including the IP address of the internet access used by the data subject, will be transmitted to Google in the United States of America. These personal data are stored by Google in the United States of America. Google may pass these personal data collected through the technical procedure to third parties. The data subject may, as stated above, prevent the setting of cookies through our website at any time by means of a corresponding adjustment of the web browser used and thus permanently deny the setting of cookies. Such an adjustment to the Internet browser used would also prevent Google Analytics from setting a cookie on the information technology system of the data subject. In addition, cookies already in use by Google Analytics may be deleted at any time via a web browser or other software programs. Furthermore, it is possible for the data subject to object to the collection of data generated by Google Analytics, which is related to the use of this website, as well as the processing of this data by Google, and to prevent such processing. To do this, the data subject must download and install a browser add-on under the link

<https://tools.google.com/dlpage/gaoptout>. This browser add-on informs Google Analytics through JavaScript that any data and information about the visits of Internet pages may not be transmitted to Google Analytics. The installation of the browser add-ons is considered an objection by Google. If the information technology system of the data subject is later deleted, formatted, or newly installed, then the data subject must reinstall the browser add-ons to disable Google Analytics. If the browser add-on was uninstalled by the data subject or any other person who is attributable to their sphere of competence, or is disabled, it is possible to execute the reinstallation or reactivation of the browser add-ons.

Additional information and Google's applicable privacy policy can be found at <https://www.google.de/intl/de/policies/privacy/> and <https://www.google.com/analytics/terms/de.html>. Google Analytics is explained in more detail under this link https://www.google.com/intl/de_de/analytics/

Use of Facebook

The data controller has integrated components of the company Facebook on this website. Facebook is a social network. A social network is a place for social meetings on the Internet, an online community, which usually allows users to communicate with each other and interact in a virtual space. A social network can serve as a platform for the exchange of opinions and experiences or enable the Internet community to provide personal or business-related information. Facebook allows users of the social network to create private profiles, upload photos, and connect through friend requests, among other things. The operating company of Facebook is Facebook, Inc., 1 Hacker Way, Menlo Park, CA 94025, USA. If a person lives outside of the United States or Canada, the data controller is the Facebook Ireland Ltd., 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland. Each time one of the individual pages of this website is called up, which is operated by the data controller and on which a Facebook component (Facebook plug-in) has been integrated, the internet browser on the information technology system of the data subject is automatically prompted by the respective Facebook component to download a display of the corresponding Facebook component from Facebook through the Facebook component. A complete overview of all Facebook plug-ins can be found at

https://developers.facebook.com/docs/plugins/?locale=de_DE. During the course of this technical procedure, Facebook is made aware of what specific sub-site of our website was visited by the data subject. If the data subject is logged in at the same time on Facebook, Facebook detects with every call-up to our website by the data subject—and for the entire duration of their stay on our Internet site—which specific sub-site of our Internet page was visited by the data subject. This information is collected through the Facebook component and associated with the respective Facebook account of the data subject. If the data subject clicks on one of the Facebook buttons integrated on my website, such as the "Like" button, or if the data subject leaves a comment, Facebook associates this information with the data subject's personal Facebook user account and stores this personal data.

Facebook assigns this information to the personal Facebook user account of the data subject and stores this personal data. Facebook always receives information via the Facebook component that the data subject has visited our website whenever the data subject is simultaneously logged into Facebook at the time of accessing our website; this happens regardless of whether the data subject clicks on the Facebook component or not. If such a transmission of this information to Facebook is not desired by the data subject, they can prevent the transmission by logging out of their Facebook account before accessing my website. The data protection guideline published by Facebook, which is available at <https://de-de.facebook.com/about/privacy/>, provides information about the collection, processing, and use of personal data by Facebook. It also explains the privacy settings that Facebook offers to protect the data subject's privacy. Various applications are also available to prevent data transfer to Facebook. Such applications can be used by the data subject to suppress data transfer to Facebook.

Use of X, formerly Twitter

The data controller has integrated components of X on this website. X is a multilingual publicly accessible microblogging service where users can publish and spread so-called tweets, which are short messages limited to 140 characters. These short messages are accessible to everyone, including individuals who are not registered with X. However, tweets are also displayed to the so-called followers of the respective user. Followers are other X users who follow a user's tweets. Additionally, X enables reaching a broad audience through the use of hashtags, links, or retweets. The operator of X is X (Twitter), Inc., 1355 Market Street, Suite 900, San Francisco, CA 94103, USA.

Each time one of the individual pages of this website, which is operated by the data controller and on which an X component (X button) has been integrated, is accessed, the internet browser on the information technology system of the data subject is automatically prompted by the respective X component to download a representation of the corresponding X component from X. Further information about X buttons can be found at <https://about.twitter.com/de/resources/buttons>.

During the course of this technical procedure, X gains knowledge of which specific subpage of our website is being visited by the data subject. The purpose of integrating the X component is to enable our users to disseminate the content of this website, make these pages known in the digital world, and increase our visitor numbers. If the data subject is logged in to X at the same time, X recognizes with each call-up to our website by the data subject and for the entire duration of their stay on our website which specific subpage of our website the data subject visits. This information is collected through the X component and is associated with the respective X account of the data subject. If the data subject clicks on one of the X buttons integrated on our website, the data and information transmitted with it are assigned to the personal X user account of the data subject and stored and processed by X. X receives information via the X component that the data subject has visited our website whenever the data subject is logged in to X at the time of accessing our website; this happens regardless of whether the data subject clicks on the X component or not. If such a transmission of this information to X is not desired by the data subject, they can prevent the transmission by logging out of their X account before accessing our website.

The applicable data protection provisions of X can be found at <https://twitter.com/privacy?lang=de>.

Use of Instagram:

The data controller has integrated functions of the Instagram service on their website. Instagram is a service that qualifies as an audiovisual platform, allowing users to share photos and videos, as well as distribute such data in other social networks. The operating company for Instagram's services is Instagram LLC, 1 Hacker Way, Building 14 First Floor, Menlo Park, CA, USA.

Whenever a user accesses one of the individual pages of this website, which is operated by the data controller and on which an Instagram component (Insta button) is integrated, the internet browser on the information technology system of the data subject is automatically prompted by the respective Instagram component to download a representation of the corresponding component from Instagram. As part of this technical process, Instagram becomes aware of which specific subpage of our website is visited by the data subject.

If the data subject is logged in to Instagram at the same time, Instagram recognizes with each visit to our website by the data subject and during the entire duration of their stay on our website which specific subpage the data subject visits. This information is collected by the Instagram component and is associated with the respective Instagram account of the data subject. If the data subject clicks on one of the integrated Instagram buttons on our website, the data and information transmitted with it are assigned to the personal Instagram user account of the data subject and are stored and processed by Instagram. Instagram receives information through the Instagram component that the data subject has visited our website whenever the data subject is logged in to Instagram at the same time as accessing our website; this occurs regardless of whether the data subject clicks on the Instagram component or not. If such transmission of this information to Instagram by the data subject is not desired, the data subject can prevent the transmission by logging out of their Instagram account before accessing our website. Additional information and Instagram's applicable data protection provisions can be found at <https://help.instagram.com/155833707900388> and <https://www.instagram.com/about/legal/privacy/>.

Use of YouTube:

The data controller has integrated components from YouTube on this website. YouTube is an internet video portal that enables video publishers to freely post video clips and other users to view, rate, and comment on them for free. YouTube allows the publication of all types of videos, which is why both complete films and television broadcasts, but also music videos, trailers, or videos made by users themselves can be accessed via the internet portal.

The operating company of YouTube is YouTube, LLC, 901 Cherry Ave., San Bruno, CA 94066, USA. YouTube, LLC is a subsidiary of Google Inc., 1600 Amphitheatre Pkwy, Mountain View, CA 94043-1351, USA.

Whenever a user accesses one of the individual pages of this website, which is operated by the data controller and on which a YouTube component (YouTube video) has been integrated, the internet browser on the information technology system of the data subject is automatically prompted by the respective YouTube component to download a representation of the corresponding YouTube component from YouTube. Further information about YouTube can be found at <https://www.youtube.com/yt/about/de/>. As part of this technical process, YouTube and Google gain knowledge of which specific subpage of our website is visited by the data subject. If the data subject is logged into YouTube at the same time, YouTube recognizes which specific subpage of our website the data subject is visiting with each visit to our website by the data subject. These pieces of information are collected by YouTube and Google and are assigned to the respective YouTube account of the data subject. YouTube and Google receive information through the YouTube component that the data subject has visited our website whenever the data subject is logged into YouTube at the same time as accessing our website; this occurs regardless of whether the data subject clicks on a YouTube video or not. If such transmission of this information to YouTube and Google by the data subject is not desired, the data subject can prevent the transmission by logging out of their YouTube account before accessing our website. YouTube's privacy policy, available at <https://www.google.de/intl/de/policies/privacy/>, provides information about the collection, processing, and use of personal data by YouTube and Google.

Additional Information and Contacts:

If you have further questions about "data protection at the data controller," please contact me (Priv.-Doz. Dimitrios Zachos), as the data protection officer for my company. You can inquire about what data of yours is stored with me. Furthermore, you can request information, deletion, and correction of your data, as well as provide suggestions, at any time by mail to TCM Reiseagentur Dimitrios Zachos, Falterweg 23, 44799 Bochum, or by email to the following address: info@ferienwahl.de.