

Summary – how does Resia process your personal data?

The purpose of this privacy policy is to inform you about how your personal data is processed by Resia when you are a business traveller with us.

In the policy we explain in detail which personal data we process and why we must process the data. We also explain what lawful basis we have to process your personal data, the duration of the processing and what rights you have to affect our processing.

In summary, we process the following personal data primarily for the following general purposes:

- We process the personal data required for you to travel with us, e.g. information about your contact details, your trip and your requests.
- If you are our contact person at a company or an organization, we also process your contact information in order to inform you and to market our group and conference travels to your company or organization.
- On the basis of your consent we may also process certain information regarding special travel preferences relating to personal preferences and your health which we have received from you, with the main purpose of ensuring that you can travel and that you will not be served food or assigned accommodation which does not suit you.
- If you have not declined receiving marketing promotions, we will also process your personal data for the purpose of sending you relevant, and suitable for your destination, adapted marketing, such as recommendations and news-letters. You can always decline such marketing.
- We process your personal information foremost to improve our services, products and systems, but also in connection with sending out market research and opinion surveys, enabling you to review and rate your travel, and managing, compiling and statistically analyzing your responses.

The above only exemplifies the personal data which we process about you. Would you like more information or file a complaint regarding how we process your personal data? According to applicable data protection regulation you have a number of rights, such as the right to object to certain processing and receive information about how we process your information. You can read more about these rights and find detailed information about how we process your personal data [here](#).

PRIVACY POLICY – BUSINESS TRAVELLER

Resia AB (“we”) cares about you and prioritises your integrity. It is therefore a matter of course for us to always strive to protect your personal data in the best possible way. Personal data is everything that can be connected to you as a person and can e.g. be names and contact details, but also details of your special requests. In this privacy policy, we would like to inform you about how we process your personal data and what rights you have.

Below you can read more about how and why we process your personal data. You can also read about how you can influence our processing of your personal data. We explain if you have to provide the information to us, where the personal data comes from and to whom and where we transfer your personal data.

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Who is responsible for your personal data? Contact information.

Resia AB, with reg. no 556164-4260, is responsible for the processing of your personal data.

If you have any questions regarding our processing of your personal data or if you want to exercise your rights described under the paragraph “What possibilities do you have to affect our processing of your personal data?” you are welcome to contact us by sending an e-mail to dataskydd@resia.se or by calling us at +46 771 91 91 91. Our postal address is Box 1114, 405 23 Göteborg, Sweden.

From whom do we collect your personal data?

Resia receives your contact information from the company or organisation you work for. As a business traveller, you have your profile in our business travel portal. This is information that you or someone at your company/organisation has provided to us. In some cases, we may also obtain additional personal data about you from an external party if this is required to fulfil our obligations to the company or organisation you work for and to be able to administer your trip.

Who may gain access to your personal data?

Resia will never sell your personal data. When we share your personal data with others, it is to fulfil our obligations to the company or organisation you work for and in order for us to administer your trip in an efficient way. Your personal data is mainly processed by us at Resia, the companies that need your data to administer your journey, IT suppliers as well as companies within our concern. You can read in more detail about our processing below.

If you are interested in more information about who we share your data with, you are welcome to contact us.

Here you can read more in detail about how we may share your personal data:

- To the extent that it is necessary to be able to administer and deliver your trip, accommodation, rental car or other additional service ordered by or for you, we share some of your personal data with the companies that need these to be able to provide part of your trip, accommodation, car or other additional service. This is e.g. the airline bus or train company you will be traveling with, hotels, car rental companies and other companies in the travel industry;
- We also share your personal data with our external IT suppliers and suppliers of booking systems so that we can handle our obligations to you and conduct our business. We also share personal data with our external support that helps our travellers out of office hours and our supplier for e-voucher. These suppliers only process your personal data on assignment from us and only have access to the information required for them to fulfil their obligations to us.
- - In order to provide invoice for your travel expenses to the company or organisation you work for, we share some of your personal data with your company/organisation. The data is also shared with the suppliers of our billing platform. If the company or organisation you work for has chosen to have a travel account agreement, we will share your personal data with a travel account provider. If you/your company has notified that you wish to pay via e-invoice, we will share your personal data with the supplier of our e-invoice solution.

Transfer of personal data outside of the EU/EEA?

As a rule, Resia treats your personal data within the EU/EEA, but in some cases we may use suppliers outside the EU/EEA. Resia will transfer personal data in the following cases:

- We will transfer your personal data to the extent necessary to fulfil our agreement with you. For example, if you travel to a certain country located outside the EU/EEA, we will transfer some of your personal data in order to be able to book your hotel, your rental car or other additional services.

When we transfer your personal data outside of the EU/EEA, this will only be done in accordance with applicable data protection legislation. This means that the transfer will only be to a country that the European Commission has approved as providing an adequate level of protection for personal data or the transfer is based on the European Commission approved standard contractual clauses.

If you have any questions regarding how we share your personal information or if you want more information about the appropriate safeguards we have taken, you are welcome to contact us.

What possibilities do you have to affect our processing of your personal data?

As follows from the data protection legislation, you are entitled to certain rights regarding our processing of your personal data. In case you wish to exercise any of your rights, please feel free to contact us. Our contact details are as stated above.

Right to withdraw consent

At any given time, you have a right to, wholly or partly, withdraw a given consent for the processing of your personal data. Your withdrawal will have no effect on our processing of your personal data for the period prior to when the withdrawal took place.

Right of access

You have the right to obtain confirmation as to whether or not personal data concerning you is being processed and access to information on how such personal data is being processed, e.g. the purpose of the processing and which categories of personal data that the processing concerns. You also have the right to obtain a copy of the personal data that is processed.

Right to rectification

You have, without undue delay, a right to correct or update any inaccurate personal data concerning you. You also have a right to have incomplete personal data completed, by providing information.

Right to erasure (“the right to be forgotten”)

Under certain circumstances, you have a right to request that personal data concerning you be erased. This is the case where:

- The personal data is no longer necessary for the purposes for which they were collected or otherwise processed;
- You withdraw your consent on which the processing is based and where there is no other legal ground for continuance of the processing;
- You object to the processing, the legal basis is our legitimate interest, and there exists no legitimate grounds that overrides your interest of not having your personal data processed;
- The personal data has been unlawfully processed; or
- The personal data has to be erased for compliance with a legal obligation to which Resia is subject.

Resia will erase your personal data upon request unless we have the right to keep the personal data in accordance with the applicable data protection legislation.

Right to restriction of processing

You have a right to request that Resia restrict its processing of your personal data under the following circumstances:

- The accuracy of the personal data is contested by you (however, only for a period enabling us to verify the accuracy of the personal data);
- The processing is unlawful and you oppose the erasure of the personal data and instead requests restriction of its use;

- You are in need of the personal data for the establishment, exercise or defence of legal claims despite that we no longer have any need for the personal data for the purposes which they were collected or otherwise processed; or
- You have objected to processing pending the verification whether our legitimate grounds override your legitimate grounds for not having your personal data processed.

Right to object

You have the right to object to the processing of your personal data when the processing is based on a balance of interests (for example when we send our evaluation questionnaire to you). This does not apply if we can prove compelling legitimate reasons for the processing which outweigh your interests, rights and freedoms or, if it is for the purpose of establishing, exercising or defending against legal claims.

You also have the right to object to our processing of your personal data if we use it for marketing purposes (for example sending invitations to and offers of forthcoming congresses of a similar nature). If you object to marketing, your personal data will no longer be processed for such purposes.

Right to lodge a complaint to a supervisory authority

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 EU/EEA member state of your habitual residence, place of work or place of the alleged infringement of the applicable data protection laws. In Sweden, the supervisory authority is The Swedish Data Protection Authority.

Right to data portability

You have a right to in certain instances be provided with such personal data (concerning you) that you have provided to us, in a structured, commonly used and machine-readable format.

- the processing is based on your consent; and
- the processing is carried out by automated means.

You also have a right to in certain instances have such personal data transferred to another controller, where technically feasible.

Detailed description of how we process your personal data:

Below you can read more in detail about why we process your personal data, what personal data we process and our legal basis for processing your personal data. You can also read for how long we process your personal data for each purpose.

Note that the column below only indicates how long we process the data for the purpose as indicated on the same row. The same data can be stored longer for another purpose.

In the third column, you can read about the legal basis we have for processing your personal data legally in accordance with the General Data Protection Regulation (GDPR).

When traveling with Resia and/or using Resia's business travel portal

We process your data in order to create your profile in our business travel portal and manage your trips (including any accommodation, rental car, food and additional services). In order for your trip to be ordered and paid via invoice, it is also required that we process your personal data. If you or someone at the company or organisation you work for does not provide the required information, we will not be able to help you with your journey and administer it. It will also not be possible to complain, cancel or rebook your trip.

If you do not consent to the processing of your personal data where our legal basis for the treatment is your consent, we will not be able to perform this processing. This means that we will not be able to meet your food requirements or needs of assistance.

For what purposes do we process your personal information?	What personal information do we process?	What is the legal basis for the processing?	For how long is your personal information saved for said purpose?
To create and manage your profile in our business travel portal.	Name, e-mail address, date of birth, gender and telephone number. You, or someone in the company or organization for which you work, may also choose to add information about your position, passport information, contact information (telephone number, home address), payment details, bonus cards, preferences regarding hotels, flights, rental cars and trains, and additional services.	Our legitimate interest in fulfilling our agreement with the company or organization for which you work, and to be able to create your profile in our business travel portal so that we can assist you in your travel.	Information is processed from the time your profile is created, until the information is changed or deleted by you or your company or organization. The information is deleted from the business travel portal as soon as the company or organization for which you work notifies us that they cease to be a client with Resia Business Travel, or if our client notifies us that your employment or assignment with them is terminated.
To administer and implement your travel, to know who will travel, to deliver your tickets, to cancel or rebook the travel (if possible), to	Name, e-mail address, telephone number and date of birth, as well as other information you may wish to provide us, such as postal	Our legitimate interest in administering and implementing the travel ordered by or for you, and in handling payment.	Information is processed from the time your travel has been ordered, until your travel is delivered.

<p>send confirmation of booked travel and information about it (such as changes), and to invoice or invoice reference for such payment.</p>	<p>address, passport information, payment information, bonus card numbers, preferences regarding booking and car rental class, and seating.</p> <p>Note that in some cases, passport information is required for us to administer your travel.</p> <p>Information about the need for assistance provided at the time of your order.</p>	<p>For the processing of information regarding your need for assistance, and any sensitive information you provide us at the time of your order, our legal basis is your consent.</p>	
<p>To book meals on your travel, for which processing of your personal information regarding dietary restrictions could reveal religious or philosophical beliefs, or information about health.</p>	<p>Name, contact details and dietary requirements.</p>	<p>The consent you grant us through the business travel portal in connection with the registration of dietary restrictions.</p>	<p>Information is processed for as long as it is registered in the portal, or, if it has not been registered, upon provision in connection with the registration of dietary restrictions, until your travel is delivered.</p>
<p>To administer, or to allow the payment service providers we collaborate with to administer, the payment of your travel.</p>	<p>Payment information (card holder and card number), name, postal address, and e-mail address.</p> <p>In addition, your information is also processed by the payment provider who assumes independent responsibility for this.</p>	<p>Our legitimate interest in receiving payment for your travel.</p>	<p>The information is processed from the time your order for travel has been completed, until payment is made.</p>

<p>To offer through our supplier to sign up for a service to help you get compensation for a flight delay.</p> <p>Note that the service provider assumes responsibility for the processing of your personal information when you sign up for the service (enter into an agreement with the supplier) and apply for compensation for a flight delay.</p>	<p>Name, e-mail address, booking number and travel information.</p> <p>The personal information you provide when signing up for a service and applying for compensation are processed only by the service provider.</p>	<p>Our legitimate interest in offering assistance if your flight is delayed.</p>	<p>The information is processed from the time of your flight delay, until the offer to sign up for the service has been delivered to you.</p>
<p>To create your traveler profile in the external booking system Amadeus.</p>	<p>Name, e-mail address, gender and mobile number.</p> <p>You, or someone in the company or organization for which you work, may also choose to add information about your position, passport information, contact information (telephone number and home address), payment details, bonus cards, preferences regarding hotels, flights, rental cars and trains, and additional services.</p>	<p>Our legitimate interest in booking your travel.</p>	<p>Information is processed from the time your travel is ordered, until your travel profile has been created in the external booking systems. The information is stored in the booking systems for as long as the company or organization for which you work is a client with Resia Business Travel, or until our client notifies us that your employment or assignment with them is terminated.</p>
<p>To handle any claims against us.</p>	<p>Name, e-mail address, postal address, telephone number and information from our communication with</p>	<p>Our legitimate interest in defending ourself in the event of a legal claim.</p>	<p>The information is processed from the time the claim is received, and for as long as the action</p>

	you in connection with your claim (the date of purchase and the cause of your complaint).		regarding the claim is ongoing. If we contest a claim, we always save information about it for one year in case you or your company or organization choose to take further action.
To comply with bookkeeping legislation.	History of payments made, transactions, etc., which make up bookkeeping records.	Processing is necessary by law, namely, the Swedish Bookkeeping Act.	The information is saved for seven (7) years in accordance with the Bookkeeping Act.

To communicate with you and provide you with information and offers

In order to communicate with you and invite you to the business travel portal and activities, give you the chance to tell us how your trip was, and give you information related to your trip, we must process certain personal data about you. If you or someone at the company or organisation you work for does not provide the required information, we will not be able to help you with your case or answer your questions.

If you do not want us to process your personal data in order to send you targeted marketing, you always have the right to decline it. Read more about your rights above.

For what purposes do we process your personal information?	What personal information do we process?	What is the legal basis for the processing?	For how long is your personal information saved for said purpose?
To send an invitation to our business travel portal.	Name, e-mail address and mobile number.	Our legitimate interest in inviting you to our business travel portal when the company or organization for which you work is our client.	Information is processed during the period required to draw up the invitation, until the invitation has been sent to you.
To distribute relevant and customized tips and recommendations (marketing),	E-mail address. To customize the content of the marketing, information about	Our legitimate interest in customizing the marketing information we	Information is processed for as long as your profile remains in our business travel

newsletters or proposals for hotels at the destination of your booked flights.	your travel is processed.	distribute, so that the content is as relevant as possible, in accordance with industry practices.	portal or earlier, if you unsubscribe from our newsletter.
To administer your case while you are in contact with our customer service.	Telephone number, e-mail address and any other personal information provided, such as information on your travel.	Our legitimate interest in helping you with your case.	Information is processed from the time you contact our customer service, until we have helped you with your case.
To administer your contact request made via www.resia.se .	Name, e-mail address, telephone number, and any other personal information in the free-text field.	Our legitimate interest in contacting you upon request.	Information is processed from the time you send your contact request, until we have contacted you and helped you with your case.
To administer your booking request made via www.resia.se .	Name, e-mail address, mobile number, company/organization, any other personal information in the free-text field. It is also possible to provide information on fellow travelers' names and bonus card numbers.	Our legitimate interest in helping you to book your travel upon request.	Information is processed from the time you send your booking request, until we have notified you of the travel proposal we have drawn up for you.

For evaluating, developing and improving our services, products and systems

We process your personal information through surveys and analyses with the aim of evaluating and developing our operations. If you choose not to allow your personal information to be used to distribute, manage and evaluate marketing and opinion surveys, you always have the right to decline, in whole or in part. Read more on your rights above.

For what purposes do we process your personal information?	What personal information do we process?	What is the legal basis for the processing?	For how long is your personal information saved for said purpose?
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<p>To distribute requests to participate in market and opinion surveys, for requesting reviews and ratings of your travel.</p> <p>To manage the information provided when you review or rate.</p> <p>To compile and analyze the statistics of reviews and ratings.</p> <p>Responses to our market and opinion polls are stored anonymously.</p>	<p>Name and e-mail address.</p> <p>If you review and rate your travel, we also process the information about your order.</p> <p>In some cases, we may also use your postal address to distribute market and opinion surveys and to request reviews and ratings of your travel by post.</p>	<p>Our legitimate interest in contacting you with a request to participate in surveys and reviews, as well as to manage your responses and compile statistics for our own improvement.</p> <p>Our legal basis for contacting you, after you have completed a review or questionnaire and chosen not to be anonymous, is your consent.</p>	<p>Information is processed until we have sent you a request. For reviews and ratings regarding specific travel, this normally occurs two months after the fulfillment of our agreement (when you arrive home from your travel). For marketing and opinion surveys, this occurs no later than two years after the completion of the order.</p> <p>Surveys are then saved anonymously for twelve (12) months after they are conducted. If you consent to us contacting you with follow-up questions, however, we will, depending on what you choose, associate your e-mail address or telephone number to your response for up to eight (8) weeks. You can at any time decline receiving requests to participate in surveys and reviews.</p>
<p>To customize our services for becoming more user-friendly (changing the user interface to simplify the flow of information, or highlighting features often used</p>	<p>Your age, gender, home address, correspondence and feedback regarding our services, purchase and user-generated data (click and visit history), technical</p>	<p>Our legitimate interest in developing, evaluating and improving our services and systems.</p>	<p>Information is processed for two years from the time the order is completed, or earlier, if you decline marketing. After the two years, only anonymous information is used.</p>

<p>by customers in our digital channels).</p> <p>To develop documentation for improving and developing our booking flows and travel offering.</p> <p>To develop documentation for planning the commissioning and possible decommissioning of stores.</p> <p>To develop documentation for improving IT systems for generally increasing the security of the company and our visitors and clients.</p>	<p>data relating to devices used and their settings (language settings, IP address, browser settings, time zone, operating system, screen resolution and platform), information on how you have interacted with us (how you used the service, login method, where and for how long different pages were visited, response times, download errors, how to reach and leave services)</p>		
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How have we assessed the balancing of interests when the legal basis for processing of your personal data is our legitimate interest?

For some purposes, Resia processes your personal data relying on our legitimate interest as legal basis for the processing. When assessing the legal basis we rely on a balance of interests, through which we have determined that our legitimate interest for the processing outweighs your interest and your fundamental right not to have your personal data processed. We have stated what our legitimate interest is in the tables above. You are welcome to contact us if you want to read more about how we have done this assessment. Our contact details are as stated in the beginning of this privacy policy.

This Privacy Policy was adopted by Resia AB on 9 September 2020