

PRIVACY POLICY

This page describes the privacy policy of personal information supplied by those users who want to benefit from our services through the blue-express.com internet site and through call centers.

Moreover, it is information according to art.13 of the Leg. Dec. n. 196/2003 for those users who want to benefit from our services, that are accessible also by internet.

The following indications are inspired by the guidelines deduced from the Leg. Dec. n. 196/2003 and from art. 29 of the main line n. 95/46/CE and they are related in particular to the personal data collection on internet with the purpose to identify the least measures that must be taken towards the interested persons to guarantee loyalty and lawfulness of such practices (in application of articles 6,7,10 and 11 of the main line 95/46/CE).

A.PERSONAL DATA SUPPLIED BY THE USER THROUGH THE BLUE EXPRESS.COM INTERNET SITE

Holder and person in charge of the service

The Holder and person in charge of the personal data service processed using the blue-express.com internet site is: Blue Panorama Airlines S.p.A., located in Fiumicino (RM), Via delle Arti n. 123.

Subjects' rights

The subjects to which the personal data refer, according to art. 7 of the Leg. Dec. n. 196/2003, have the right to obtain confirmation of the existence or not of such data in any time, they can know their content and origin and verify their accuracy or ask for their integration, updating or correction.

Moreover, the subjects to which the personal data refer, have the right to ask for data cancellation, data transformation in anonymous form or data block in case of violation of law, and also to oppose data processing in any case, for lawful reasons.

The requests related to art. 7 of the Leg. Dec. n. 196/2003 must be addressed to Blue Panorama Airlines S.p.A. Viale delle Arti, 123 Fiumicino (RM), or to the e-mail address internet.helpdesk@blu-express.com.

Methods and data processing

All data will be processed with guaranteed security and privacy through automated tools to save, manage and transmit such data.

Personal data will be processed according to law and correctness, they will be accepted and saved for specific, explicit and lawful purposes and kept for a period of time not exceeding that necessary for the purposes for which they have been collected.

Processing location and purposes

Data processing used for our services is made by the Blue Panorama Airlines S.p.A Company at its own location in Fiumicino (RM), Via delle Arti n. 123.

No datum from the services will be communicated and spread. Users' personal information will be used only to offer the required services and will not be communicated to third parties, unless communication is imposed by law or is necessary for the fulfillment of the users' demands.

All information will be used for booking processing and to send its confirmation by e-mail. The users' telephone number is required for possible contacts in case there are urgent booking problems.

Newsletter

The collected data can be used to send notifications by e-mail on services and special offers of blue-express.com.

In case the user doesn't want to receive such information anymore, he/she can annul the registration by clicking on the link that he/she will find in the e-mail or by sending an empty mail having as object "unsubscribe" to the address news@blu-express.com. Such operation can be done from a registered e-mail address.

Data voluntarily supplied by the user

Processed data are personal information and other data that are voluntarily inserted in the website forms, and also sent in explicit and optional way by e-mail or telephone. Such data can concern necessary information to supply the services requested by the party and/or to contact him/her.

The optional, explicit and voluntary e-mail sent to the addresses indicated in this site involves the consequent acquisition of the sender's address, necessary to answer to his/her requests, and also of other possible personal data inserted in the e-mail.

Web-browsing data

The computer systems and the software procedures used to browse the website acquire, during their normal use, a series of personal information whose transmission is implicit in the use of Internet communication protocols.

Cookies

A cookie is a fragment of text that a website transfers to the cookie file of the browser on the computer's hard disk so that the site can save and identify the user during his access.

A cookie will contain in general the name of the derivation domain, the "expiry" of such cookie and a value, usually numerical, casually produced.

When you visit our site you will be sent a cookie. Cookies can be used in the following ways:

- To help us recognize you as unique visitor (just a number) when you return to our site and to adapt content and advertising to your interests to avoid showing the same ads repeatedly.
- To compile anonymous and collective statistics that allow us to understand how the users use our site and to help us improve its structure. In this way we cannot identify you personally.

In our website two kinds of cookies can be used:

- Session cookies or temporary files that remain in the cookie file of your browser until you leave the site;

- Persistent cookies that remain in the cookie file of your browser for a longer time (although this depends on the expiry of the specific cookie).

Deactivation/activation of cookies

You have the possibility to accept or to refuse the cookies by modifying the browser's setup. Nevertheless, if the cookies will be deactivated, also the interactive features of our site will be disabled.

B. PERSONAL DATA SUPPLIED THROUGH CALL CENTER

The "Holder" of data processing

The Holder of the personal data processed by the internet blue-express.com site, and of every other data used for our services' supply is: Distal S.r.l., located in Rome, Via Barberini n. 111

The "Person in charge" of processing

Distal S.r.l., on behalf of Blue Panorama Airlines S.p.A., as sales agent, has appointed In & Out S.p.A. as person in charge of personal data processing (Data Processor): In & Out S.p.A. is located in Rome, Via di Priscilla n. 101.

The data "processor"

The data Processor, that is In & Out S.p.A. can transfer data processing to the company Albania Marketing Services SH.p.k which is part of the Teleperformance group, located in Rruga Abdyl Frasherit, 31, Hekla Center, Tirana, Albania, in conformity with the international and community regulation concerning the personal data transfer to importers established in an extra European Country (Directive 95/46/CE - Decision 2010/87/UE).

The parties' rights

According to art.7 of the D.Lgs. n. 196/2003, the subjects that the personal data refer to, have the right to obtain confirmation of the existence or not of such data in any moment, and to know their content and origin, to verify their accuracy or to ask for their integration, updating or correction.

In violation of law, the subjects that the personal data refer to, have also the right to ask for data cancellation, their transformation in anonymous form or their block, as well as to oppose their processing in every case, for legitimate reasons .

The requests related to art. 7 of the D.lgs. n. 196/2003 must be turned to Distal S.r.l. Via Barberini 111, Rome or to the e-mail address internet.helpdesk@blu-express.com

Data procedures and processing

All data will be processed with guaranteed security and privacy through automated tools to save, manage and transmit such data.

Personal data will be processed according to law and correctness, they will be accepted and saved for specific, explicit and lawful purposes and kept for a period of time not exceeding that necessary for the purposes for which they have been collected.

Processing location and finality

Data processing is made by the In & Out S.p.A. Company, that is in charge of the processing itself, at its own location, and if necessary also at the location of the Albania Marketing Services SH.p.k Company that is part of the Teleperformance group, located in Rruga Abdyl Frasheri, 31, Hekla Center, Tirana - Albania, in conformity with the directive 95/46/CE of the European Parliament and with the Decision n. 2010/87/UE of 5/02/2010. No datum from the offered services will be communicated and spread.

Users' personal information will be used only to offer the required services and will not be communicated to third parties, except for possible appointees designated by the person in charge and unless communication is imposed by law or is necessary for the fulfillment of the users' demands.

All Information will be used for booking processing and to send its confirmation by e-mail.

The users' telephone number is required for possible contacts in case there are urgent booking problems.

Data voluntarily supplied by the user

Processed data are personal information and other data that are voluntarily supplied by the user by telephone.

Users are advised to consult this page regularly and carefully in order to check for any updates or revisions that could be necessary also to acknowledge and / or conform to national, EU and international regulations.