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INSURANCE MEMBERSHIP PACK

Cancellation Upgrade Benefit
(Terms & Conditions)

CANCELLATION UPGRADE BENEFIT

- 1 Introduction..... 2
 - 1.1 Structure of this Membership Pack 2
 - 1.2 Involved Parties..... 2
- 2 Definitions 3
- 3 Benefits Guide..... 5
 - 3.1 Introduction 5
 - 3.2 General Queries and Information 5
 - 3.3 Benefits, Payout and Exclusion 5
 - 3.4 How do We process Your Payout? 6
 - 3.5 How can You submit a complaint?..... 6
- 4 Membership Terms 7
 - 4.1 Membership 7
 - 4.2 Membership Term and Cover Period 7
 - 4.3 Our right to cancel Your membership 7
 - 4.4 Your right to withdraw 7
 - 4.5 Your right to reschedule/amend booking..... 8
 - 4.6 Cancellation in advance of the Cover Period 8
 - 4.7 Cancellation by Supplier 8
 - 4.8 Commissions & Tax 8
 - 4.9 Important Information 8
 - 4.10 Law & Dispute Resolution 8

1 Introduction

1.1 Structure of this Membership Pack

This Membership Pack informs You on Your rights and obligations as a Member of the group of GetYourGuide customers that are protected under the Cancellation Upgrade Benefit

This Membership Pack contains a Benefits Guide, Membership Terms, and a Privacy Notice.

- The **Benefits Guide** explains the Benefits available to You under the Cancellation Upgrade Benefit and provides additional details on claims, complaints, and other rights You have as a Member.
- The **Membership Terms** detail the terms of Your membership and Your rights and obligations as Members of the group of GetYourGuide customers that are protected under the Cancellation Upgrade Benefit.
- The **Privacy Notice** (separate document) which sets out how We process Your Personal Data and for what purpose, who is responsible for Your Personal Data, who Your data is shared with, how long it is kept, and the legal basis for processing Your Personal Data. It also sets out Your rights in relation to such processing and how You can contact Us to obtain more information or report any issues or concerns.

Please read this Membership Pack carefully, review Your Membership Certificate upon receipt and **notify Us immediately if any of the information in the Membership Certificate is incorrect.**

1.2 Involved Parties

The Insurer is Companjon Insurance DAC, incorporated in Ireland under registration number 669679 with registered office at Custom House Plaza, Harbourmaster Place, IFSC, Dublin 1, D01V9V4.

The Insurer underwrites the Group Insurance Policy, which is arranged through Companjon Services DAC, an insurance intermediary incorporated in Ireland under registration number 659078 with registered office at Custom House Plaza, Harbourmaster Place, IFSC, Dublin 1, D01V9V4.

The Policyholder of the Group Insurance Policy is Us, Companjon Admin GmbH, also an insurance intermediary incorporated in Germany under registration number HRB 95936, with registered office at c/o Wilhelm Partnerschaft von Rechtsanwälten mbH, Reichsstraße 43, 40217 Düsseldorf.

As policyholder, We are the administrative head of the group ("Gruppenspitze") that manages and administrates all group memberships. In this role, We are also the contract partner of the membership agreements that are concluded between You and Us.

Companjon Insurance DAC (trading as Companjon) is regulated by the Central Bank of Ireland. Companjon Services DAC (trading as Companjon), is regulated by the Central Bank of Ireland. Companjon Admin GmbH is regulated as an insurance intermediary by the Chamber of Commerce and Industry Düsseldorf, Germany. Companjon Insurance DAC, Companjon Services DAC and Companjon Admin GmbH are related companies.

2 Definitions

Activity	Tours, activities, or experiences worldwide which can be booked through the GetYourGuide platform, (collectively "Activity" or "Activities").
Benefits	The membership benefits are detailed in the Benefits Guide and consist of cover under the Cancellation Upgrade Benefit and other benefits and services.
Benefits Guide	Section 3 of the Membership Pack and summarised under section 1.1.
Booking	The booking of an Activity through the GetYourGuide Platform.
Cancel, Cancellation	The cancellation of a Ticket on the GetYourGuide platform; if a Booking contains more than one Ticket, you can cancel the full Booking (i.e., all Tickets of such Booking) or individual Ticket(s) of such Booking.
Companjon	Companjon Admin GmbH (We), and Companjon Services DAC, as set out in further detail in section 1.2.
Payout	The amount You are entitled to receive under the Cancellation Upgrade Benefit if You Cancel a Ticket.
Cover Period	The period of time as stated in the Membership Certificate with start date and end date.
EEA	The European Economic Area which consists of the countries of the European Union together with Iceland, Liechtenstein, and Norway; this does not include the United Kingdom.
GetYourGuide Customer Services	The customer service provided by GetYourGuide.
Cancellation Upgrade Benefit	The insurance coverage offered for Bookings of GetYourGuide customers under the Group Insurance Policy between the Insurer and Us.
GetYourGuide Platform	The GetYourGuide online mediation platform, which can be accessed, among others, at the URLs www.getyourguide.de , www.getyourguide.com , all other country websites, the local and mobile apps and applications and the GetYourGuide Customer Services.
Group Insurance Policy	The insurance policy between Us and Insurer that gives Us the right to add the Members as insured persons to the Cancellation Upgrade Benefit
Insurer	Companjon Insurance DAC.
IPID	The insurance product information document.
Member	A member of the group of GetYourGuide customers that have entered into a membership agreement with Us that entitles them to the Benefits.
Membership Terms	The terms, as defined in section 4 of the Membership Pack and summarised under section 1.1.
Membership Fee	The amount You pay upfront to become a Member of the group.
Membership Certificate	The PDF document included in the e-mail You receive after Booking an Activity with Cancellation Upgrade Benefit together with the Membership Pack, the Membership Certificate constitutes the membership agreement.
Membership Pack	This document that is composed of the Benefits Guide, the Membership Terms, and the Privacy Notice.
Personal Data	This term has the meaning as set out in Regulation (EU) 2016/679 General Data Protection Regulation and is any information which Companjon, the Insurer or GetYourGuide manages, processes or stores about You or any other person included in Your Booking in relation to this Cancellation Upgrade Benefit.

Privacy Notice	Included in the Membership Pack (separate document) and summarised under section 1.1.
Scheduled Start Time	The scheduled start time of Your Activity as indicated in the Membership Certificate.
Service Agreement	The agreement you conclude with the Supplier of an Activity if you book an Activity on the GetYourGuide Platform.
Supplier	The local suppliers around the world that offer the Activities online on the GetYourGuide Platform.
Ticket(s)	The ticket(s) that is/are issued by GetYourGuide together with booking confirmation.
We, Our, Us	Companjon Admin GmbH.
You, Your	The person named in the Membership Certificate as Member.

3 Benefits Guide

3.1 Introduction

The Cancellation Upgrade Benefit is designed to meet the demands and needs of individuals who made a Booking through the GetYourGuide Platform and seek cancellation insurance cover which allows them to Cancel their Booking for any reason within the Cover Period and receive the Payout specified in their Membership Certificate.

The Cancellation Upgrade Benefit is not designed to be purchased and used for Tickets for Activities which are Booked on the GetYourGuide Platform and are then resold.

The Cancellation Upgrade Benefit offered to You is customised around the cancellation options of the Supplier of the Ticket(s) on Your Booking.

Neither the Insurer, GetYourGuide or Us have provided You with any advice or recommendation prior to purchasing this insurance cover. We provide the precontractual and contractual information included herein, in the IPID and in the Membership Certificate.

Therefore, please ensure that You consider whether the Cancellation Upgrade Benefit meets Your needs based on the terms and conditions of GetYourGuide and of the Supplier that provides the Activity.

The Cancellation Upgrade Benefit allows GetYourGuide customers to benefit from a Group Insurance Policy between the Insurer and Us. Under the Group Insurance Policy, the Insurer offers to You a Payout when You Cancel a Booking within the Cover Period.

To avail of this and the other benefits, You have to become a Member. You apply to become a Member by choosing and herewith accepting the Cancellation Upgrade Benefit option on the GetYourGuide Platform.

3.2 General Queries and Information

In case of any queries or if You are looking for further information, the GetYourGuide Customer Services team is available to support 24/7 via any of the following channels.

Support by Email:

www.getyourguide.com/contact

Support by Phone:

Germany: +49 30 56839445
Italy: +39 6 9480 0677
Spain: +34 911 23 56 12
France: +33 1 75 85 97 22

Support by WhatsApp (chat only):

English +49 151 23457858
Deutsch +49 151 21051696
Français +49 151 14570675
Italiano +49 151 21034783
Español +49 151 21050591

3.3 Benefits, Payout and Exclusion

As a Member, You are entitled to a Payout for Your financial loss if You Cancel a Booking with one or more Tickets during the Cover Period. The financial loss is pre-agreed and corresponds to the Payout amount for each Ticket as stated in the Membership Certificate. Any additional financial loss or costs incurred in relation to the Cancellation are not compensated as part of the Payout.

To get Your Payout, **You must Cancel Your Ticket(s) on the GetYourGuide Platform within the Cover Period as stated in Your Membership Certificate.**

You will be guided through the Cancellation process on the GetYourGuide platform.

By Cancelling a Ticket:

- a) You confirm that You and any other persons no longer wish to use the Ticket and that You did not get any compensation or refund directly from Cancelling the Ticket with Supplier;
- b) You waive Your right to use such Ticket for any Activity.

Should You wish to Cancel Your Ticket(s) before the Cover Period commences, you should contact GetYourGuide Customer Services.

No Payout will be made:

- a) if You Cancel a Ticket **outside Your Cover Period**.
- b) if you resell Your Tickets for the Activity.
- c) if the Payout is **prohibited under any applicable law or sanction regime**; or
- d) if the **Supplier cancels** the Activity within 24 hours of the Scheduled Start Time.

3.4 How do We process Your Payout?

Once You Cancel a Ticket(s) during the Cover Period, You will receive an e-mail from GetYourGuide confirming the Cancellation and the Payout with further information regarding the Payout to You.

We arrange the transfer of the Payout to You which is owed and paid by the Insurer under the Group Insurance Policy.

You are additionally protected by a direct compensation right against the Insurer and You can request the Payout from the Insurer without Our consent or any precondition other than being a Member by contacting the Insurer directly. The Insurer has no right to decline or reduce Your Payout if You paid Your Membership Fee and are entitled to receive a Payout. In the unlikely event the Group Insurance Policy expires, Your entitlement to the Payout will not be affected.

3.5 How can You submit a complaint?

If You are dissatisfied with Our services or do not agree with a decision made regarding Your Benefits, You can submit a complaint via email to complaints@companion.com.

If Your complaint has not been resolved to Your satisfaction, You can use the European Online Dispute Resolution platform to find suitable options to resolve Your complaint (<https://ec.europa.eu/consumers/odr/main>)

You can escalate Your complaint to the responsible insurance ombudsman, which is an independent dispute resolution body that works free of charge for consumers. A complaint to an Ombudsman does not affect Your right to take legal action against Us.

Contact details Irish Ombudsman:

Financial Services and Pensions Ombudsman, Lincoln House,
Lincoln Place, Dublin 2, D02 VH29, Ireland
E-Mail: info@fspo.ie
Tel: +353 1 567 7000

A list with all other European Ombudsman details including their contact details can be accessed on Our website www.companion.com/complaints.

4 Membership Terms

4.1 Membership

To become a Member, You must fulfil the following conditions during the term of the membership;

- a) You must book the Activity more than 48 hours but less than 120 days in advance of the Scheduled Start Time;
- b) You must have the legal capacity to use the booking services on the GetYourGuide Platform;
- c) You must book Your Activity on the GetYourGuide Platform whilst located within an EEA country; and
- d) When booking Your Activity You do not intend to resell the Tickets.

Your membership requires that You are at all times in possession of all underlying Ticket(s) for Your Activity and that all underlying Ticket(s) are valid all the time.

Your rights and obligations as a Member are governed by the membership agreement between You and Us. The membership agreement consists of the Membership Certificate and the Membership Pack that is attached to the Membership Certificate e-mail.

You apply for membership by choosing the Cancellation Upgrade Benefit option on the GetYourGuide Platform. We accept Your application, and You become a Member, when We send the Membership Certificate to You by e-mail.

We reserve the right to accept or reject Your application at Our sole discretion. If Your application is rejected, You will be refunded the Membership Fee.

For each Booking with Cancellation Upgrade Benefit You receive one Membership Certificate. If You make a Booking for more than one Ticket, You are issued with a separate membership for each Ticket and the Membership Certificate contains the details for each of these separate memberships.

4.2 Membership Term and Cover Period

Your membership starts when you have paid the Membership Fee and when We have sent You the Membership Certificate by e-mail. Your membership ends when Your Cover Period expires or when You receive a Payout.

The membership term is not the same as Your Cover Period. The Cover Period is the period during Your membership term where You can Cancel Your Booking for any reason and receive the Payout.

4.3 Our right to cancel Your membership

If You deliberately provide **misleading or falsified information** about You or in relation to the membership, the Booking, the Tickets, or the Activity including but not limited to your intention to resell the Tickets for Your Activity, You may **not be entitled to claim the Payout** and **We may have the right to cancel Your membership** when such misleading or falsified information changes the subject matter of the risk to be compensated.

4.4 Your right to withdraw

You may withdraw Your membership within 14 days of receiving the Membership Certificate and receive a full refund of the Membership Fee, provided that no Payout has been claimed or is pending claim. **The right to withdraw Your membership is excluded if Your membership starts less than 28 days before the Scheduled Start Time.** The withdrawal of Your membership does not affect the validity of Your Booking and the underlying Ticket(s).

You can withdraw Your membership by contacting the GetYourGuide customer service team and requesting to withdraw your membership. Dispatch of Your withdrawal notice is sufficient to comply with the time limits.

4.5 Your right to reschedule/amend booking

GetYourGuide allows You to make certain changes or modifications to Your Booking through the GetYourGuide Platform e.g., to reschedule Your Booking to a new time or date. Provided the Booking price of the Booking remains the same Your Membership will remain valid for the new Scheduled Start Time.

Your membership shall cease, and the Membership Fee will be refunded if the change or modification through the GetYourGuide Platform results in a change of the Booking price.

4.6 Cancellation in advance of the Cover Period

Your **membership shall cease**, and You receive a **full refund of the Membership Fee** if You Cancel a Booking on the GetYourGuide Platform in advance of the Cover Period, in accordance with the applicable cancellation terms and conditions of GetYourGuide and the Supplier.

4.7 Cancellation by Supplier

Your **membership shall cease**, and the **Membership Fee will not be refunded** if a Supplier cancels a Ticket within 24 hours of the Scheduled Start Time.

If Supplier cancels a Ticket between the Booking purchase date and 24 hours before the Scheduled Start Time Your membership will cease, and the Membership Fee will be refunded.

4.8 Commissions & Tax

The Membership Fee is the total amount You pay to Us in return for Your membership and the Benefits. For each Member, we pay an insurance premium to the Insurer. The insurance premium includes a commission the Insurer pays to Companjon Services DAC for arranging the Group Insurance Policy. In addition, we pay a fee to GetYourGuide for its services and for establishing the contact to GetYourGuide customers by granting Us access to the GetYourGuide Platform. The rest of the Membership Fee covers Our costs for managing the memberships and arranging the Benefits. The insurance premium and applicable taxes are detailed in the Membership Certificate.

4.9 Important Information

Should We agree with the Insurer on changes to the Group Insurance Policy that affect Your Benefits, We will inform You by e-mail at least 30 days in advance. In case of such notification, You will have the right to cancel Your membership within 30 days of Our notification.

This Membership Pack and translated versions can be accessed here:

[English \(EN\)](#)

[French \(FR\)](#)

[German \(DE\)](#)

[Italian \(IT\)](#)

[Spanish \(ES\)](#)

In the event any term of this Membership Pack is found to be invalid, unenforceable, or unfair, the remainder shall remain in full force and effect.

4.10 Law & Dispute Resolution

Your membership is governed by German law. If You have Your habitual residence in another country at the time You submit Your application for membership, the application of the mandatory legal provisions of that country remains unaffected by the choice of law in this section. This includes articles 82 to 91 of Spanish Consumers and Users Consumers Act (Royal Decree 1/2007) that always prevail.



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PRIVACY NOTICE

Cancellation Upgrade

CANCELLATION UPGRADE

- 1 Privacy Notice..... 2
 - 1.1 Purpose and Scope of this Privacy Notice 2
 - 1.2 Overview of this Privacy Notice 2
 - 1.3 What Personal Data Is Collected About You?..... 2
 - 1.4 Why and How Is Your Personal Data Used? 3
 - 1.5 Transfers Of Your Personal Data And Other Recipients 5
 - 1.6 How Long Is Your Personal Data Kept?..... 5
 - 1.7 Is Your Personal Data Processed Using Automated Tools? 5
 - 1.8 What Are Your Data Protection Rights?..... 6
 - 1.9 Changes To This Privacy Notice 7

1 Privacy Notice

1.1 Purpose and Scope of this Privacy Notice

This Privacy Notice¹ sets out the basis on which Your Personal Data is collected, used and stored when You become a Member that is protected under the Cancellation Upgrade cover.

Note: If You are providing Personal Data about another person, we require You to advise them of what information You've shared with Companjon, share this Privacy Notice with them and ensure that they have given You permission to provide this information to Companjon.

For the purposes of this Privacy Notice, the controller of Your Personal Data may be Companjon, the Insurer or GetYourGuide, or any two or more of these parties acting as joint controllers within the meaning of applicable data protection law.

Each of the parties has arrangements in place to ensure that Your Personal Data is handled correctly and in accordance with applicable data protection law. These arrangements reflect each entity's respective roles and responsibilities in relation to the services provided to You and the use of Your Personal Data. This means for example that certain processing of Your Personal Data may be carried out by one entity on its own or that certain processing is carried out by one entity under the instruction of another. Processing may also be carried out under joint controllership within the meaning of applicable data protection law. In any case, Companjon, the Insurer and GetYourGuide will always ensure that their respective obligations towards You are fulfilled, and Your data protection rights are fully protected.

This Privacy Notice applies to all Members. If You have any questions or comments about this Privacy Notice or want to exercise Your data protection rights, please contact Companjon's data privacy officer by e-mailing dpo@companjon.com. Companjon will deal with data protection queries or requests made by You in relation to Your Personal Data on behalf of the Insurer and GetYourGuide. You are also entitled to make such queries or requests directly to GetYourGuide or the Insurer who may in turn refer Your request to Companjon. In any event, the parties will ensure that your queries and requests are managed through the appropriate channel in accordance with Your data protection rights.

If You have any general questions or comments about this Cancellation Upgrade cover, please send an e-mail to customer@companjon.com.

1.2 Overview of this Privacy Notice

Your Personal Data is collected from You for the purposes of providing You with the Benefits You have as a Member. GetYourGuide Deutschland GmbH owns and operates the GetYourGuide Platform where You sign-up to become a Member. For the purposes of this Privacy Notice, GetYourGuide and Companjon may act as joint controllers of Your Personal Data. Please note that GetYourGuide has its own separate terms & conditions and privacy notice relating to Your use of the GetYourGuide Platform and processing of Your data with which You should familiarise yourself. Companjon is not responsible for, and does not accept liability for, the terms & conditions, privacy notice or other terms of the GetYourGuide Platform to which You may be subject as part of Your GetYourGuide Booking.

1.3 What Personal Data Is Collected About You?

Companjon, GetYourGuide and the Insurer may collect and process the following types of Personal Data about You:

¹ Please see Membership Pack for definitions of capitalised terms

Personal Data	Details
Membership Data	<p>When You provide information required for becoming a Member, some or all of the following Personal Data is collected about You:</p> <ul style="list-style-type: none"> • Details about Your identity which includes Your title, full name, e-mail address and where applicable date of birth; • Details relating to Your GetYourGuide Booking which includes Your Booking number, Activity provider, activity name, activity start date/time, activity location. • Details about Your membership which includes Your membership number and the term of Your membership; • Details relating to Your internet protocol (IP) address used to connect Your computer to the internet for Your purchase. You must book Your Activity on the GetYourGuide Platform whilst located within an EEA country and Your IP address is used to verify this; and • GetYourGuide "tokenized" customer ID number which is the encrypted reference number associated with Your insurance membership.
Claims Data	<p>When a claim is made it is necessary for Companjon to collect and generate some or all of the following Personal Data about You (in addition to other data already collected):</p> <ul style="list-style-type: none"> • date of Your claim, • date and time of Your GetYourGuide Booking Cancellation; and • Payout amount.
Customer Support & Service Data	<p>When You submit a query or request in connection with Your membership, it is necessary to collect and generate the following Personal Data about You (in addition to other data already collected):</p> <ul style="list-style-type: none"> • The nature of Your query or request (e.g., customer support/troubleshooting request, membership cancellation request, refund request or membership amendment request); and • The date of Your query and request.
Direct Marketing Data	<p>If You choose to receive direct marketing communications, Your Personal Data relating to Your marketing preferences will be collected (e.g., a record of Your decision to receive direct marketing communications and/or any option You exercise to unsubscribe from receiving such communications).</p>

1.4 Why and How Is Your Personal Data Used?

The reasons **why** ("Legal Basis") and **how** ("Purposes") Your Personal Data is processed in the context of Your membership are explained in the table below.

Why (Legal Basis)	How (Purposes)
<p>To manage Your membership – contractual necessity</p>	<p>It is necessary to process Your Membership Data, Claims Data and/or Customer Service & Support Data to enter into and perform the membership contract with You, including:</p> <ul style="list-style-type: none"> • To manage the membership contract with You under the Membership Terms (e.g., assess Your eligibility, assess Your level of insurance cover, assess the price of Your insurance cover, and administer Your Benefits); • To assess and process any claims You make; • To process any customer service & support requests from You; and • To maintain and store records in relation to You/Your membership. <p>IMPORTANT: it is a contractual requirement for You to provide Your Membership Data, Claims Data and Customer Support & Service Data for the purposes set out above. If You do not provide such Personal Data that can be processed for these purposes, it will not be possible to manage Your membership and Your Benefits.</p>
<p>To serve the Members and the business interests of involved parties –our legitimate interests</p>	<p>It is necessary to process Your Personal Data for the purpose of pursuing Companjon's, the Insurer's and GetYourGuide legitimate business interests. The specific purposes of such legitimate business interests are detailed below.</p> <ul style="list-style-type: none"> • Provide a quote for the Membership Fee: Your Membership Data will be processed in order to provide You with a quote for the Membership Fee; • Information Security: Your Personal Data may need to be processed for the purposes of maintaining appropriate assurances that it remains secure. • Direct Marketing: In certain circumstances, Your Direct Marketing Data will be processed to send You marketing communications (e.g., about Companjon's other insurance products and services) when there is a legitimate legal basis. • Legal Claims: Your Personal Data may be processed in order to defend, establish, investigate and/or exercise a legal claim (or prospective legal claim) to which You are a party. • Fraud Prevention: Your Personal Data may be processed for the purpose of fraud or potential fraud prevention or detection. <p>Important: Before using Your Personal Data to pursue legitimate business interests, the impact of the processing activities is carefully considered against Your fundamental rights and freedoms.</p> <p>You have certain rights when Your Personal Data is processed on this basis, such as the right to object. For information about how to exercise this right, please see section 1.8 of this Privacy Notice (<i>What are Your data protection rights?</i>).</p>
<p>To uphold the law - comply with legal obligations</p>	<p>Your Membership Data, Claims Data and/or Customer Service & Support Data may be processed where it is necessary to comply with legal obligations to which we are subject under any European Union Member State laws.</p>

Why (Legal Basis)	How (Purposes)
Where You have provided Your explicit consent	<p>Your Direct Marketing Data may be processed to send You marketing communications (e.g., about Companjon's other insurance products and services) when You have provided Your explicit consent to do so.</p> <p>Your Personal Data may also be processed on the basis of Your explicit consent in other limited circumstances.</p>

1.5 Transfers Of Your Personal Data And Other Recipients

Whenever Your Personal data is transmitted to external parties that process the data on behalf of Companjon, the Insurer or GetYourGuide it is contractually ensured that Your Personal data is transmitted and processed in compliance with all applicable data protection laws. These external parties (such as customer support functions, claims support, IT providers, marketing agencies, auditors, regulatory and government bodies etc.) are also legally obliged to process Your Personal data in compliance with applicable data protection laws.

Your Personal Data may be transferred to certain Recipients (e.g., IT service providers, security providers, cloud service providers, GetYourGuide Customer Services agents) who are located outside of the EEA in countries with laws and practices that do not contain equivalent data protection rights for Your Personal Data to those in the EEA. Where such transfers occur, Companjon, the Insurer and GetYourGuide ensures that appropriate safeguards and transfer mechanisms are in place to protect Your Personal Data. It is also ensured that such processing is performed in compliance with the European Data Protection Board's 'Recommendations on Supplementary Measures' (01/2020). If You would like to find out more about any transfers including how appropriate safeguards concerning Your Personal Data are employed, please send an e-mail to dpo@companion.com.

1.6 How Long Is Your Personal Data Kept?

The Retention of Your Personal Data is subject to certain minimum legal and regulatory retention periods. In consideration of this, Your Personal data is kept in line with the retention periods set out in the table below:

Personal Data	Retention Period
Membership Data, Claims Data and Customer Service & Support Data	7 years from the date on which Your Cancellation Upgrade membership expires. Where Your Personal data is collected and You do not enter into a membership agreement with Us, this Personal data is retained for no longer than 6 months.
Direct Marketing Data	The length of time You choose to receive direct marketing communications until You unsubscribe plus a reasonable period of time after that to allow for Your direct marketing preferences to be updated and/or Your Personal Data to be deleted.

In certain cases, it may be necessary to hold onto records for longer periods, e.g., to comply with obligations under different European legal and regulatory requirements.

1.7 Is Your Personal Data Processed Using Automated Tools?

Companion or the Insurer may engage in automated decision making to assess Your membership eligibility or to determine Your eligibility to make a claim. Such assessments can determine an outcome which could have legal or other similar effects for You (e.g., the acceptance or rejection of Your membership application under the Group Insurance Policy). When such automated decision-making is carried out, it can be based on systems and controls which help to e.g. assess Your eligibility to become a Member and use of systems and controls

to assess whether You are eligible to receive a Payout under the Group Insurance Policy and determine the amounts payable for claims based on defined algorithms.

IMPORTANT: Automated decision making may determine that You are not eligible to benefit from the Cancellation Upgrade cover. Companjon and the Insurer will implement suitable measures to safeguard Your rights, freedoms and legitimate interests, including providing You with the right to obtain human intervention and for You to express Your point of view and contest the decision (i.e., a human will review the automated decision). If You wish to seek a review of any such decision, please e-mail dpo@companjon.com.

1.8 What Are Your Data Protection Rights?

You have a number of rights in relation to Your Personal Data, which are set out in the table below. In particular, these rights include the right to object to processing of Your Personal Data where that processing is carried out on the basis of legitimate interests. Note that these rights are not absolute. You can exercise these rights by e-mailing dpo@companjon.com. Companjon will aim to fully respond to Your request within one-month of receiving it. Please also note that Your identity needs to be verified when You exercise Your data protection rights.

Right	Details
Right to Information	You have a right to be provided with clear, transparent and easily understandable information about how Your Personal Data is processed. This Privacy Notice is designed to give effect to this right.
Right to Object	You have a right to object to the processing of Your Personal Data where Companjon, the Insurer or GetYourGuide relies on its legitimate business interests to process such Personal data. You can request that processing of Your Personal Data is stopped, and such processing shall cease unless compelling legitimate grounds to continue processing Your Personal Data can be demonstrated or if Your Personal Data is needed in connection with any legal claims.
Right of Access	You have the right to access the Personal Data processed about You. If You exercise this right, You will receive confirmation about whether Your Personal Data is processed and, if so, a copy/copies of Your Personal Data.
Right to Rectification	You have the right to correct the Personal Data processed about You if the Personal Data about You is inaccurate or incomplete.
Right to Erasure	You have a right to request, in certain circumstances, the deletion of Your Personal Data. For example, if You exercise the right to object and no overriding reason exists to continue processing Your Personal Data or if processing Your Personal Data is no longer needed.
Right to Restriction	You have the right, in certain circumstances, to restrict processing of Your Personal Data. For example, if You contest the accuracy of the Personal Data held about You or You object against processing Your Personal Data.
Right to Withdraw	When You have given consent to the processing of Your Personal Data, You can withdraw such consent at any time and without giving reasons. This does not affect the lawfulness of processing based on Your consent until withdrawal.

Right	Details
Right to Lodge a Complaint	<p>You have the right to lodge a complaint with the Data Protection Commission ("DPC") of Ireland or with Your own local EEA Data Protection supervisor about the processing of Your Personal Data. To do so, use the DPC's "Raise a Concern" form. You are encouraged to contact Companjon, the Insurer or GetYourGuide before raising a concern with the DPC to see if any concerns You have about the processing of Your Personal Data can be resolved.</p>
Right to Data Portability	<p>You may request copies of Your Personal Data which You have provided, to be provided back to You in a structured, commonly used and machine-readable format and You may request that Your Personal Data is transmitted directly to another controller where this is technically feasible. This right only arises where:</p> <ul style="list-style-type: none"> • Your Personal Data is processed on the legal basis that it is necessary to perform the contract with You; and • the processing is carried out by automated means.
Right in Respect of Automated Decision Making (including Profiling)	<p>You have the right to not be subject to solely automated decision-making (including profiling) in respect of Your Personal Data which has legal effects or other similarly significant effects on You. To exercise this right, You can: (a) request that a person reviews any such decision; (b) express Your point of view; and/or (c) contest the decision.</p>

1.9 Changes To This Privacy Notice

This Privacy Notice may be amended from time to time to keep it up to date with current legal requirements and the way Companjon, the Insurer or GetYourGuide operates its business. Any changes made to this Privacy Notice will be appropriately notified to You in accordance with relevant data protection law.

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