General
The following gives a simple overview of what happens to your personal information when you visit our website.
Personal information is any data with which you could be personally identified. Detailed information on the subject of data protection can be found in our privacy policy found below.

Data collection on our website
Who is responsible for the data collection on this website?
The data collected on this website is processed by ABC Travel Service GmbH & Co. KG. Our contact details can be found in the website's required legal notice.

How do we collect your data?
Some data are collected when you provide it to us. This could, for example, be data you enter on a contact form or submit it to us by booking.

Other data are collected automatically by our IT systems when you visit the website. These data are primarily technical data such as the browser and operating system you are using or when you accessed the page. These data are collected automatically as soon as you enter our website.

What do we use your data for?
Part of the data is collected to ensure the proper functioning of the website. Other data can be used to analyze how visitors use the site.

What rights do you have regarding your data?
You always have the right to request information about your stored data, its origin, its recipients, and the purpose of its collection at no charge. You also have the right to request that it be corrected, blocked, or deleted. You can contact us at any time using the address given in the legal notice if you have further questions about the issue of privacy and data protection. You may also, of course, file a complaint with the competent regulatory authorities.

Analytics and third-party tools
When visiting our website, statistical analyses may be made of your surfing behavior. This happens primarily using cookies and analytics. The analysis of your surfing behavior is usually anonymous, i.e. we will not be able to identify you from this data. You can object to this analysis or prevent it by not using certain tools. Detailed information can be found in the following privacy policy.

You can object to this analysis. We will inform you below about how to exercise your options in this regard.

General information and mandatory information

Data protection
ABC Travel Service GmbH & Co. KG takes the protection of your personal data very seriously. We treat your personal data as confidential and in accordance with the statutory data protection regulations and this privacy policy.

If you use this website, various pieces of personal data will be collected. Personal information is any data with which you could be personally identified. This privacy policy explains what information we collect and what we use it for. It also explains how and for what purpose this happens.

Please note that data transmitted via the internet (e.g. via email communication) may be subject to security breaches. Complete protection of your data from third-party access is not possible.

Revocation of your consent to the processing of your data
Many data processing operations are only possible with your express consent. You may revoke your consent at any time with future effect. An informal email making this request is sufficient. The data processed before we receive your request may still be legally processed.

Right to file complaints with regulatory authorities
If there has been a breach of data protection legislation, the person affected may file a complaint with the competent regulatory authorities. The competent regulatory authority for matters related to data protection legislation is the data protection officer of the German state in which our company is headquartered.

Right to data portability
You have the right to have data which we process based on your consent or in fulfillment of a contract automatically delivered to yourself or to a third party in a standard, machine-readable format. If you require the direct transfer of data to another responsible party, this will only be done to the extent technically feasible.

SSL or TLS encryption
This site uses SSL or TLS encryption for security reasons and for the protection of the transmission of confidential content, such as the inquiries you send to us as the site operator. You can recognize an encrypted connection in your browser‘s address line when it changes from „http://“ to „https://“ and the lock icon is displayed in your browser‘s address bar.

If SSL or TLS encryption is activated, the data you transfer to us cannot be read by third parties.

Encrypted payments on this website
If you enter into a contract which requires you to send us your payment information (e.g. account number for direct debits), we will require this data to process your payment.

Payment transactions using common means of payment (Visa/MasterCard, direct debit) are only made via encrypted SSL or TLS connections. You can recognize an encrypted connection in your browser‘s address line when it changes from „http://“ to „https://“ and the lock icon in your browser line is visible.

In the case of encrypted communication, any payment details you submit to us cannot be read by third parties.

Information, blocking, deletion
As permitted by law, you have the right to be provided at any time with information free of charge about any of your personal data that is stored as well as its origin, the recipient and the purpose for which it has been processed. You also have the right to have this data corrected, blocked or deleted. You can contact us at any time using the address given in our legal notice if you have further questions on the topic of personal data.

Opposition to promotional emails
We hereby expressly prohibit the use of contact data published in the context of website legal notice requirements with regard to sending promotional and informational materials not expressly requested. The website operator reserves the right to take specific legal action if unsolicited advertising material, such as email spam, is received.

Data protection officer

Statutory data protection officer
We have appointed a data protection officer for our company.
Christoph Steinel
Gorxheimer Straße 9
68309 Mannheim
Telephone: +49(0)621-72920
Email: datenschutz@abctravel.de

Data collection on our website

Cookies
Some of our web pages use cookies. Cookies do not harm your computer and do not contain any viruses. Cookies help make our website more user-friendly, efficient, and secure. Cookies are small text files that are stored on your computer and saved by your browser.

Most of the cookies we use are so-called „session cookies.“ They are automatically deleted after your visit. Other cookies remain in your device‘s memory until you delete them. These cookies make it possible to recognize your browser when you next visit the site.

You can configure your browser to inform you about the use of cookies so that you can decide on a case-by-case basis whether to accept or reject a cookie. Alternatively, your browser can be configured to automatically accept cookies under certain conditions or to always reject them, or to automatically delete cookies when closing your browser. Disabling cookies may limit the functionality of this website.

Cookies which are necessary to allow electronic communications or to provide certain functions you wish to use (such as the shopping cart) are stored pursuant to Art. 6 paragraph 1, letter f of DSGVO. The website operator has a legitimate interest in the storage of cookies to ensure an optimized service provided free of technical errors. If other cookies (such as those used to analyze your surfing behavior) are also stored, they will be treated separately in this privacy policy.

Our cookies at a glance:
„ABC_Session“
This cookie is mandatory for booking on our website. It creates so-called session for you. This ensures that you can move back and forth within the booking process and, for example, book your chosen flight. This cookie will only accompany you as long as you have your browser open.

„search“
This cookie remembers the data you selected in our search mask. When you perform a search again, you no longer have to refill all your data.

„cc_cookie“

This cookie remembers your preferred language and currency setting. In addition, this cookie remembers whether you have already confirmed the cookie message, placed on our website, so that you do not have to confirm it again.

„_af_“
This cookie remembers if you are coming from one of our partner sites. Our partners have negotiated discounts for you, which you can only profit from, if we recognize that your visit is a customer redirected by our partner.

Server log files
The website provider automatically collects and stores information that your browser automatically transmits to us in „server log files“. These are:

Browser type and browser version
Operating system used
Referrer URL
Host name of the accessing computer
Time of the server request
IP address

These data will not be combined with data from other sources.
The basis for data processing is Art. 6 (1) (f) DSGVO, which allows the processing of data to fulfill a contract or for measures preliminary to a contract.

Contact form
Should you send us questions via the contact form, we will collect the data entered on the form, including the contact details you provide, to answer your question and any follow-up questions. These include cancellation forms, travel requests, special flight services, feedback forms and others. We do not share this information without your permission.

We will, therefore, process any data you enter onto the contact form only with your consent per Art. 6 (1)(a) DSGVO. You may revoke your consent at any time. An informal email making this request is sufficient. The data processed before we receive your request may still be legally processed.

We will retain the data you provide on the contact form until you request its deletion, revoke your consent for its storage, or the purpose for its storage no longer pertains (e.g. after fulfilling your request). Any mandatory statutory provisions, especially those regarding mandatory data retention periods, remain unaffected by this provision.

Registration on this website
You can register on our website in order to access additional functions offered here. The input data will only be used for the purpose of using the respective site or service for which you have registered. The mandatory information requested during registration must be provided in full. Otherwise, we will reject your registration.

To inform you about important changes such as those within the scope of our site or technical changes, we will use the email address specified during registration.

We will process the data provided during registration only based on your consent per Art. 6 (1)(a) DSGVO. You may revoke your consent at any time with future effect. An informal email making this request is sufficient. The data processed before we receive your request may still be legally processed.

We will continue to store the data collected during registration for as long as you remain registered on our website. Statutory retention periods remain unaffected.

Processing of data (customer and contract data)
We collect, process, and use personal data only insofar as it is necessary to establish, or modify legal relationships with us (master data). This is done based on Art. 6 (1) (b) DSGVO, which allows the processing of data to fulfill a contract or for measures preliminary to a contract. We collect, process and use your personal data when accessing our website (usage data) only to the extent required to enable you to access our service or to bill you for the same.

Collected customer data shall be deleted after completion of the order or termination of the business relationship. Legal retention periods remain unaffected.

Notice concerning the party responsible for this website
The party responsible for processing data on this website is:

Landesdatenschutzbehörde:
Königsstraße 10a
70173 Stuttgart

Online-Beschwerdeformular:
https://www.baden-wuerttemberg.datenschutz.de/online-beschwerde/

Telephone: +49(0)711-6155410
Email: poststelle@lfdi.bwl.de

The responsible party is the natural or legal person who alone or jointly with others decides on the purposes and means of processing personal data (names, email addresses, etc.).

Data transferred when signing up for services and digital content
We transmit personally identifiable data to third parties only to the extent required to fulfill the terms of your contract with us, for example, to banks entrusted to process your payments.

Your data will not be transmitted for any other purpose unless you have given your express permission to do so. Your data will not be disclosed to third parties for advertising purposes without your express consent.

The basis for data processing is Art. 6 (1) (b) DSGVO, which allows the processing of data to fulfill a contract or for measures preliminary to a contract.

Analytics and advertising

Google Analytics
This website uses Google Analytics, a web analytics service. It is operated by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA.

Google Analytics uses so-called „cookies". These are text files that are stored on your computer and that allow an analysis of the use of the website by you. The information generated by the cookie about your use of this website is usually transmitted to a Google server in the USA and stored there.

Google Analytics cookies are stored based on Art. 6 (1) (f) DSGVO. The website operator has a legitimate interest in analyzing user behavior to optimize both its website and its advertising.

IP anonymization
We have activated the IP anonymization feature on this website. Your IP address will be shortened by Google within the European Union or other parties to the Agreement on the European Economic Area prior to transmission to the United States. Only in exceptional cases is the full IP address sent to a Google server in the US and shortened there. Google will use this information on behalf of the operator of this website to evaluate your use of the website, to compile reports on website activity, and to provide other services regarding website activity and Internet usage for the website operator. The IP address transmitted by your browser as part of Google Analytics will not be merged with any other data held by Google.

Browser Plugin
You can prevent these cookies being stored by selecting the appropriate settings in your browser. However, we wish to point out that doing so may mean you will not be able to enjoy the full functionality of this website. You can also prevent the data generated by cookies about your use of the website (incl. your IP address) from being passed to Google, and the processing of these data by Google, by downloading and installing the browser plugin available at the following link: https://tools.google.com/dlpage/gaoptout?hl=en.

Outsourced data processing
We have entered into an agreement with Google for the outsourcing of our data processing and fully implement the strict requirements of the German data protection authorities when using Google Analytics.

Feedback request
In order to improve our service quality and products you will receive an e-mail from us after our service has been provided with an invitation to review said service.
This e-mail will be sent directly by ABC Travel Service GmbH & Co. KG. Your information will not be passed on to third parties without your consent.
ABC Travel Service GmbH & Co. KG wants to continuously improve the service standard and offer you an even better service with the highest quality possible in the future.
The review is not obligatory for you. You are free to ignore this e-mail or to submit a rating.

You have the right to object to a review e-mail at any time , which means that you will not receive any more e-mails of this kind from us.

Hotjar
Hotjar is a behavior analysis and user feedback collection service. It creates heatmaps and session recordings of the website user and displays polls. The cookies are used to identify the user across multiple sub-pages, to save the status of surveys, to control the playing of ads and to link the data collected during session recordings.

Meta Pixel
This website uses the visitor action pixel from Meta to measure conversions. The provider of this service is Meta Ireland Limited, 4 Grand Canal Square, Dublin 2, Ireland. However, according to Meta, the data collected is also transferred to the USA and other third countries. This allows the behavior of site visitors to be tracked after they have been redirected to the provider's website by clicking on a Meta ad. This allows the effectiveness of meta ads to be evaluated for statistical and market research purposes and future advertising measures to be optimized.

The data collected is anonymous to us as the operator of this website; we cannot draw any conclusions about the identity of the

users. However, the data is stored and processed by Meta so that a connection to the respective user profile is possible and Meta can use the data for its own advertising purposes in accordance with the Meta Data Usage Policy. This allows Meta to place advertisements on Meta pages and outside of Meta. This use of the data cannot be influenced by us as the website operator.
The use of Meta pixels is based on Art. 6 para. 1 lit. f GDPR. The website operator has a legitimate interest in effective advertising measures, including social media. If a corresponding consent has been requested (e.g. consent to the storage of cookies), the processing is carried out exclusively on the basis of Art. 6 para. 1 lit. a GDPR; the consent can be revoked at any time.
Data transfer to the USA is based on the standard contractual clauses of the EU Commission.

Insofar as personal data is collected on our website with the help of the tool described here and forwarded to Meta, we and Meta Ireland Limited, 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland are jointly responsible for this data processing (Art. 26 GDPR). The joint responsibility is limited exclusively to the collection of the data and its transfer to Meta. The processing carried out by Meta after forwarding is not part of the joint responsibility. The obligations incumbent on us jointly have been set out in a joint processing agreement. According to this agreement, we are responsible for providing the data protection information when using the Meta tool and for the secure implementation of the tool on our website in accordance with data protection law. Meta is responsible for the data security of the Meta products. You can assert data subject rights (e.g. requests for information) regarding the data processed by Meta directly with Meta. If you assert your data subject rights with us, we are obliged to forward them to Meta.

You can find further information on protecting your privacy in Meta‘s data protection information: https://de-de.facebook.com/ab-out/privacy/.
You can also deactivate the remarketing function “Custom Audiences” in the settings for advertisements at https://www.facebook. com/ads/preferences/?entry_product=ad_settings_screen. To do this, you must be logged in to Facebook.
If you do not have a Facebook account, you can deactivate usage-based advertising from Facebook on the website of the European Interactive Digital Advertising Alliance: http://www.youronlinechoices.com/de/praferenzmanagement/.

Newsletter
Newsletterdata
If you would like to receive our newsletter, we require a valid email address as well as information that allows us to verify that you are the owner of the specified email address and that you agree to receive this newsletter. No additional data is collected or is only collected on a voluntary basis. We only use this data to send the requested information and do not pass it on to third parties.

We will, therefore, process any data you enter onto the contact form only with your consent per Art. 6 (1) (a) DSGVO. You can revoke consent to the storage of your data and email address as well as their use for sending the newsletter

at any time, e.g. through the „unsubscribe“ link in the newsletter. The data processed before we receive your request may still be legally processed.

The data provided when registering for the newsletter will be used to distribute the newsletter until you cancel your subscription when said data will be deleted. Data we have stored for other purposes (e.g. email addresses for the members area) remain unaffected.

Plugins and Tools

Google Web Fonts
For uniform representation of fonts, this page uses web fonts provided by Google. When you open a page, your browser loads the required web fonts into your browser cache to display texts and fonts correctly.

For this purpose your browser has to establish a direct connection to Google servers. Google thus becomes aware

that our web page was accessed via your IP address. The use of Google Web fonts is done in the interest of a uniform and attractive presentation of our website. This constitutes a justified interest pursuant to Art. 6 (1) (f) DSGVO.

If your browser does not support web fonts, a standard font is used by your computer.

Further information about handling user data, can be found at https://developers.google.com/fonts/faq and in Google‘s privacy policy at https://www.google.com/policies/privacy/.

Google Maps
This site uses the Google Maps map service via an API. It is operated by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA.

To use Google Maps, it is necessary to save your IP address. This information is generally transmitted to a Google server in the USA and stored there. The provider of this site has no influence on this data transfer.

The use of Google Maps is in the interest of making our website appealing and to facilitate the location of places specified by us on the website. This constitutes a justified interest pursuant to Art. 6 (1) (f) DSGVO.

Further information about handling user data, can be found in the data protection declaration of Google at https://www.google.de/intl/de/policies/privacy/.

Payment service providers

Instant bank transfer

Our website accepts payments via Sofortüberweisung. The provider of this service is Sofort GmbH, Theresienhöhe 12, 80339 Munich, Germany.

Sofortüberweisung provides us with real-time payment confirmations, allowing us to begin fulfilling our end of our contract right away.

If you opt to pay using Sofortüberweisung, you will be submitting a PIN and a valid TAN to Sofort GmbH so that it can access your online banking account. Sofort GmbH will automatically check your account balance and perform the transfer to our account using the TAN you supply. It then sends an immediate transaction confirmation. After logging in, your income, the overdraft protection, and the availability of other accounts and their balances will be checked.

In addition to the PIN and TAN, the payment details you provide as well as personal information will be sent to Sofort GmbH. This personal information includes your name, address, telephone numbers, email address, IP address, and any other data required to process your payment. This data must be transferred to identify you securely and to prevent fraud.

Data is transmitted to Sofort GmbH based on Art. 6 (1) (a) (Consent) and Art. 6 (1) (b) DSGVO (Processing for contract purposes). You have the option to revoke your consent at any time with future effect. It does not affect the processing of data previously collected.

Please refer to the payment with Sofortüberweisung links below: https://www.sofort.de/datenschutz.html and https://www.klarna.com/sofort/.