**Privacy Statement**
**of IMS Incoming Marketing Services Reisebuero GmbH and its subsidiaries IMS Budapest Kft. and IMS Prague s.r.o.**

IMS takes seriously the privacy of those that visit our website and/or work with us. We have therefore established this Privacy Policy to communicate what information we collect and how that information is used and safeguarded. By accessing our website www.ims-vienna.com and/or working with the local IMS offices you acknowledge the terms and conditions expressed herein. We reserve the right to change this policy at our sole discretion and without notice.

## Website

When accessing our website, we collect information about the visit that does not identify the user personally. We track information such as the domain from which the user is visiting and the user's browser type. We also collect specific information regarding the user's session on our website. This includes items such as the date and time of the visit and the pages viewed. Non-personally identifiable information (non-PII) is collected to allow us to analyze how our website is used and to improve the content and service the website provides.

"Cookies" are small pieces of information that are placed on a web user's hard drive. We may use cookies to provide you with better service. Cookies are pieces of information that a website transfers to your computer's hard disk for record-keeping purposes. Cookies can make the Web more useful by storing information about your preferences for a particular site. The use of cookies is an industry standard, and many major website use them to provide useful features for their customers. Cookies in and of themselves do not personally identify users, although they do identify a user's computer. Most browsers are initially set to accept cookies. If you prefer, you can set your browser to refuse cookies. However, you may not be able to take full advantage of the functionality of the IMS website if you do so.

The website may contain links to other websites. IMS neither controls nor endorses external sites and is not responsible for the content of such sites. This policy does not cover the privacy policies and data collection practices of non-IMS websites.

## E-Mail correspondence

IMS processes your personal data because you use our services and/or because you provide them to us yourself. Below is an overview of personal data that we (can) process:
- First and last name
- Gender
- Address details
- Phone number
- E-mail address
- Bank account number
- Tax number

IMS processes your personal data for the following purposes:
- Being able to contact you according to our business arrangements
- To be able to create and maintain contracts/agreements in our business area
- Handling your payment
- To meet our legal obligation

IMS shares your personal data with various third parties (e.g. hotels, transportation companies) if this is necessary for the execution of the agreement and to comply with any legal obligation. With companies that process your data on our behalf, we conclude a Data Processing Agreement to ensure the same level of security and confidentiality of your data.

IMS takes all reasonable technical and organizational precautions to prevent the loss, misuse or alteration of your personal data registrations. We utilize industry standard methods and mechanisms such as firewalls and passwords to protect electronic information. As data transmission over the internet is inherently insecure, we use a password protected file-sync server for the exchange of PII (such as name lists, arrival and departure manifests).

If you wish to know what information we have stored about you or your business please contact us at operations@ims-vienna.com.

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