

Privacy Statement

The protection of your personal data is very important to us and we want you to feel comfortable when visiting our site. Our biggest concern is the protection of your privacy when processing personal data and we monitor this very closely in any business operations.

1. Information on our privacy statement

Any personal information collected during visits to our website (lufthansaexperts.com) is processed in accordance with the provisions of German law. Our data protection policy also complies with the data protection guidelines laid down by Deutsche Lufthansa AG.

Our websites may contain links to third-party websites that are not covered by this privacy statement.

Lufthansa respects your privacy.

2. Collection and processing of personal data

Lufthansa stores personal information if you provide this to us of your own accord - in connection with a registration, a survey or a competition, for example.

In addition, Lufthansa analyses visits to its website with the aim of tracking the preferences of visitors and to optimally design the website. For this purpose we store the eXperts login, e.g. UK123456, of visitors as standard. The login is not linked with the sites visited. Lufthansa eXperts processes and uses your personal information for service purposes within the lufthansaexperts.com website; i.e. to present you with a more tailored offer and/or to save you the trouble of repeating information that has already been entered, and only to the extent necessary in each case. Only anonymous, aggregated data is evaluated for statistical purposes as part of the web analysis.

eXperts uses so-called "Browser-Cookies". A Browser-Cookie is a little file which a web server (e.g. the web server of lufthansaexperts.com) sends to your browser when you visit a website. Cookies in general are no danger to your computer as they are only text file and not programs.

Depending on how your browser is set the cookie will either be saved or rejected. If the file is saved our web server will be able to recognize your computer. When visiting the website again or when switching between functions where you need to enter a password the cookie can save you additional entries. Cookie simplify visits to sites that require the entry of user data.

3. Use, sharing and purpose limitation of personal data

We will not share your personal data with third parties. Any partner services offered on lufthansaexperts.com are booked directly with these partners. You will be advised of this accordingly.

If Government agencies or authorities ask us to collect or share personal data, we will do so only within the appropriate legal frameworks. We require our employees, suppliers and partners to maintain confidentiality and data secrecy in accordance with Article 5 of the German Federal Data Protection Act.

4. Opt-in/opt-out

We would like to use your data to tell you about our products and services and those of our partners (e. g. Lufthansa Group airlines), and also to conduct occasional surveys. You decide whether or not you would like to be contacted by us. If you change your mind, you can alter your preferences at any time in 'My Profile' on lufthansaexperts.com.

5. Data security

eXperts uses technical and organizational security measures to protect the data we hold about you against accidental or deliberate manipulation, loss, deletion or unauthorized access. Our security measures are being improved continuously as new technology develops. The processing and transmission of data is encrypted by the SSL (Secure Sockets Layer) protocol.

We cannot guarantee full data security in e-mail communications, so we would recommend that sensitive information is sent by post. Should we receive an e-mail from you, we will assume that we are authorised to reply by e-mail.

6. Accessing personal data

If requested, Lufthansa will confirm whether we store personal data about you and what this data is. Despite our best efforts to ensure that this stored data is accurate and up-to-date, it may be incorrect. If it is, we will correct it on request. You can update your personal details yourself at any time under 'My Profile'. If changes occur to your personal details, please update your profile as soon as possible.

7. Enforcement and compliance

eXperts is committed to complying with the articles of its data protection policy as described above.

Should you have any questions regarding the handling of your personal information, please contact our Group Data Protection Manager. Together with data protection staff, this person is also your point of contact for requests for information, suggestions or complaints.



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