

# Travelport websites privacy policy

See also:

[Travel commerce platform privacy policy for the GDS](#)  
[Travelport business partners privacy policy](#)

Welcome to this **Travelport** website. We at Travelport recognize the importance of protecting the privacy of personal data or personally identifiable information (“**Personal Information**”) about the users and visitors of our website. The following **Privacy Policy** discloses what information we gather, how we use it, and how to correct or change it. Please note, however, that we may update and amend this Privacy Policy from time to time. At Travelport, we want to give you an understanding about how we collect your information and the use we make of it in the course of our business.

## Travelport Websites

By using our website, you agree to this Privacy Policy. **IF YOU DO NOT AGREE WITH THIS PRIVACY POLICY, DO NOT USE THIS WEBSITE.** We reserve the right, in our sole discretion, to modify, alter or update this portion of our Privacy Policy at any time. Such modifications, alterations, and updates shall be effective immediately upon posting. Your continued use of Travelport's website following the posting of a modified, altered, or updated Privacy Policy will mean you accept those modifications, alterations or updates. Privacy Policy changes will apply to Personal Information that you submit to us about you through your use of our website (“**Website Personal Information**”) collected after the date we post the revised Privacy Policy, as well as to existing Website Personal Information held by us.

This website will permit you to link to other websites that may or may not be affiliated with us. The other linked websites may have different privacy policies that are not the same as our Privacy Policy, or may not have privacy policies. We encourage you to read the privacy policies for all such websites as they may differ from this Privacy Policy. Your use of such linked websites through links provided on this website is governed by the terms and privacy policies of those sites, not this website.

## What Information Does Travelport Collect?

Travelport gathers two types of information about you: (1) Website Personal Information that users provide through optional, voluntary features of our website, and (2) data that Travelport gathers through aggregated tracking, mainly by tallying web pages that are viewed by users throughout our website.

The provision of your Website Personal Information is voluntary. If you do not provide us with the required Website Personal Information, we may not be able to provide you with the services you requested.

## How Does Travelport Collect Information?

We collect information when we request it from you and when you provide it to us voluntarily. Generally this occurs when you register at the website or request information or a service from us. Usually, we and our business partners use your information to operate the website and to deliver products and/or services. Travelport also uses your information to inform you about other products and/or services available from Travelport.

## Use of Tracking

***Use of Internet Protocol ("IP") Addresses:*** An IP address is a unique number that is automatically assigned to your computer whenever you are surfing the Internet so that your computer can be identified by the computers, known as "web servers", that "serve up" web pages. This allows us to identify and gather general information and data about you, such as the web pages you view. When users request web pages from our website, our web servers log the user's IP address. For example, we collect and track the home server domain name, the type of computer, and the type of web browser used by you to access this website. We will use this information to further identify you when we feel it is necessary to enforce compliance with our website Terms and Conditions or to protect our service, site, users, or others.

## Use of Cookies

What are cookies? Cookies are small pieces of information that a website sends to your computer for record-keeping purposes. This information is stored in a file on your computer's hard drive. Cookies make web-surfing easier for you by saving your preferences so that we can use the saved information to facilitate your use of our website when you return to the website. The use of cookies is an industry standard, and as such, you will find that many websites use them. By showing how and when users use the website, cookies help us see which areas of the website are popular and which are not. Many improvements and updates to the website are based on such data as total number of visitors and pages viewed. This information is most easily tracked with cookies.

Most cookies expire after a defined period of time, or you can delete your cookie file at any time. Most web browsers are initially set up to accept cookies. You can reset your web browser to refuse cookies or to indicate when a cookie is being sent. However, note that some parts of Travelport's services will not function properly or may be considerably slower if you refuse cookies. For example, without cookies, you will not be able to set personalized preferences.

Travelport has two primary uses for cookies. First, we use them to specify a user's preferences. Second, we use cookies to track website usage trends and patterns. This helps us understand our

users' needs better and improve areas of our website. While both of these activities depend on the use of cookies, you have the option of disabling or refusing the cookies via your web browser preferences. We also use cookies or similar technologies to track when you open the emails we send you. If you do not agree with our use of such technologies, you may opt out of receiving messages from us.

By using our website, you agree that we can place these types of cookies on your device.

You may occasionally get cookies from our business partners. Travelport does not control these cookies.

Additional information about cookies is available from [AboutCookies.org](http://AboutCookies.org).

## With Whom Does Travelport Share Information?

The following describes some of the ways that any Website Personal Information may be disclosed.

### **Business Partners:**

Travelport may disclose some or all of your Website Personal Information to business partners including service providers.

### **International Transfers of Website Personal Information:**

The Internet is global and, as such, using the Internet to send, collect and process Information may involve transmitting it internationally. Therefore, by browsing this website, or by sending Information to us through this website, you agree that we may transmit and use Website Personal Information you provide to us, to and at our locations, affiliates, business partners and sponsors located outside your country. The countries that your Website Personal Information may be transferred to may not offer the same level of statutory protection for your Website Personal Information as your home country.

### **Third Party & Aggregate Data:**

From time to time, you may be offered the opportunity to receive materials or special offers from third parties. Travelport may share your name and e-mail address with such third parties. Travelport may match Website Personal Information with third party data. Also, Travelport may keep track of what portions of the website users are visiting and other user statistics, and aggregate this information to help us create a better experience for users of our website. This is all done in order to describe our viewers and services to prospective partners, advertisers, and other third parties, and for other lawful purposes.

### **Other:**

Travelport may also disclose Website Personal Information in special cases when we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be violating our Terms of Use, or may be causing injury to or

interference with any of Travelport's rights or property, other users, or anyone else. Travelport may disclose or access account information when we believe in good faith that the law requires it and for administrative and other purposes that we deem necessary to maintain, service, and improve our products and services. In addition, if Travelport or its assets are acquired, your Website Personal Information will likely be transferred or disclosed in connection with such acquisition.

## How Can You Control the Usage Of Information?

In case you change your mind or you make us aware of changes to your personal information (such as your postal code or e-mail address), we will endeavor to correct, update or remove the personal information that you give us. We also give you the opportunity to control the communications we direct to you.

You should direct any requests relating to your own Website Personal Information, or any other privacy questions, to Travelport at [privacy@travelport.com](mailto:privacy@travelport.com) or to the Privacy Officer at the addresses specified below:

Travelport  
One Axis Park, 10 Hurricane Way  
Langley, Berkshire SL3 8AG  
United Kingdom  
Attention: Privacy Officer / Legal Department

T: +44 (0) 1753 288000  
F: +44 (0) 1753 288001

OR

Travelport  
300 Galleria Parkway  
Atlanta, Georgia 30039  
United States of America  
Attention: Privacy Officer / Legal Department

T: +1 770 563 7400  
F: +1 770 563 7878

Once we receive your inquiry we will investigate the matter and respond to you promptly. We will endeavor to do this within 10 days. If this is not possible, we will endeavor to contact you and let you know about a revised timeframe.

## What Happens When You Link to Other Sites or Participate in Message Boards?

You should be aware that when you are on Travelport's website you can hyperlink, or be directed to, other websites that are beyond our control. For example, if you click on a banner advertisement or a Travelport search result, the click may transfer you off our website. These other websites may include sites of advertisers, sponsors, and partners that may use our logo as part of a co-branding agreement. These other websites may send their own cookies to users, collect data, or solicit information.

Travelport does not control such websites, and, therefore, is not responsible for their contents or the hyperlinks or advertising they choose to place on such websites. Travelport's inclusion of hyperlinks to these websites does not imply any endorsement of the material on such websites or any association with their operators.

Please keep in mind that whenever you give out information online (for example, via message boards or forums) that information can be collected and used by people you do not know. Travelport cannot guarantee the security of any information you disclose online, and you disclose such information at your own risk.

## Is Information Secure from Others Using the Travelport Website?

The security of all information associated with our users is an important concern to us. We exercise care in providing secure transmission of your information from your computer to our servers. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, Travelport can't ensure the security of any information you transmit to us or from our online products or services, and you do so at your own risk.

## A Warning about Phishing

Identity theft and the practice currently known as "phishing" pose security threats. For more information about phishing, you may want to visit the US Federal Trade Commission at <https://www.consumer.ftc.gov/features/feature-0038-onguardonline>

## For How Long Will Your Information Be Retained?

Travelport will archive the Website Personal Information provided by you, and such Website Personal Information will be retained by us in accordance with applicable law.

## Publication and Effective Date

This policy is published by Travelport, LP on behalf of the Travelport group companies. Travelport, LP is a Delaware USA limited partnership with its principal place of business located at 300 Galleria Parkway, Atlanta, Georgia 30339, USA, T: +1 770-563-7400, F: +1 770-563-7878. We may update this policy from time to time and will post a prominent notice to inform users about significant changes.



Effective Date: This policy was last updated on April 20, 2017. Click [here](#) to view the prior versions.