

WEBSITE AND TRAVEL SERVICES PRIVACY NOTICE

T&T Travel Consultants S.M.P.C.

193 Kifisias Avenue & 24 Iereos Dousi Street, 151 24 Marousi, Greece
GEMI / C.R.N. ELGEMI.151932801000 | VAT EL801215361
<https://www.tntconsultants.gr/>

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1. Who we are

T&T Travel Consultants S.M.P.C. (“T&T”, “we”, “us” or “our”) is a Greek travel-management, meetings, events and related-services company. For processing described in this notice, T&T normally acts as controller. In some corporate travel or event engagements, T&T may process information on documented instructions from a client; the client’s notice may then also apply.

Controller details	Contact
Registered address	193 Kifisias Avenue & 24 Iereos Dousi Street, 151 24 Marousi, Greece
Telephone	+30 210 8055310
DPO / privacy requests	dpo@tntconsultants.gr
Website	https://www.tntconsultants.gr/
Registrations	GEMI / C.R.N. ELGEMI.151932801000 VAT EL801215361

2. Scope and audiences

This notice applies to visitors to our website; people who contact us or request a quotation; customers, travellers, event participants and their representatives; corporate-client contacts and travellers; supplier contacts; and other persons whose information is provided to us for travel or event services. Separate employee/applicant notices apply to HR processing.

3. Information we process

Category	Examples
Identity and contact	Name, title, employer, postal/email address, telephone, signature and customer identifiers.
Travel and service	Itinerary, reservation, ticket, accommodation, transfer, event registration, preferences, loyalty membership, supplier references and service history.
Official documents	Passport/identity/visa details and copies only where necessary for the requested service or legal requirement.
Billing and transaction	Billing address, invoice, purchase order, cost centre and payment reference. T&T does not intend to retain card security codes or full payment-card data in email, Salesforce or Microsoft 365.
Special requests	Dietary, accessibility, mobility, health or other assistance information supplied for a requested service; limited to what is necessary and shared on a need-to-know basis.
Corporate and supplier	Employer, role, authorization, contract, account and professional correspondence.
Website/device	IP address, timestamps, browser/device data, security events, pages viewed and cookie/analytics identifiers according to the Cookie Notice.
Communications	Email, telephone, form submissions, complaints, feedback and incident/rights correspondence.
Images/media	Event photographs or recordings where separately notified and lawfully processed.

4. Sources

- Directly from you or a person arranging travel/event services for you.
- From your employer, corporate client, event organizer, travel coordinator or authorized representative.
- From airlines, GDS/reservation systems, hotels, transport providers, insurers, visa providers and other travel suppliers.
- From our website, Microsoft 365 communications, Salesforce CRM and approved service providers.

- From public/business sources where necessary and lawful.

5. Purposes and legal bases

Purpose	Typical legal basis under GDPR
Respond to enquiries, proposals and pre-contract steps	Article 6(1)(b), or legitimate interests for business-to-business contacts.
Arrange and administer travel, accommodation, transport, meetings and events	Article 6(1)(b); Article 6(1)(f) for corporate-client administration; Article 9 condition where necessary for a requested special service.
Invoice, account, tax and regulatory records	Article 6(1)(c) legal obligation; Article 6(1)(f) for claims and account management.
Safety, fraud prevention, service integrity and information security	Article 6(1)(f) legitimate interests; legal obligation where applicable.
Customer relationship and service improvement	Article 6(1)(f), balanced against individual rights.
Electronic marketing	Consent where required, or legitimate interests only where permitted; every message provides an objection/unsubscribe route.
Non-essential cookies and analytics	Consent; withdrawal is available through website cookie settings.
Legal claims and authority requests	Article 6(1)(c) and/or 6(1)(f); Article 9(2)(f) where applicable.

Where we rely on legitimate interests, T&T assesses necessity, reasonable expectations and effects on individuals. Consent is not used where another basis is more appropriate and may be withdrawn without affecting prior lawful processing.

6. When information is required

Some information is necessary to answer a request, enter or perform a contract, issue a ticket, meet carrier/immigration requirements or provide requested assistance. If required information is not provided, T&T or the relevant supplier may be unable to provide the service. Optional fields will be identified where practical.

7. Recipients and service chain

- Authorized T&T personnel and approved contractors with a need to know.
- Corporate clients, event organizers or travel coordinators where relevant to the engagement.
- GDS/reservation systems, airlines, rail and ferry operators, hotels, venues, destination-management companies, ground transport, car rental, insurers, visa/consular providers and emergency-assistance providers.
- Payment, accounting, banking and fraud-prevention providers.
- Microsoft 365 for identity, communications, collaboration and controlled document storage; Salesforce for approved CRM/customer and service records.
- IT, cybersecurity, website hosting, analytics, communications, archiving and professional advisers acting under appropriate terms.
- Courts, regulators, law-enforcement or public authorities where lawfully required.

8. International transfers

Travel is inherently international. To fulfil a request, T&T may need to send limited traveller information to a supplier in the destination or transit country. T&T records and evaluates transfers under its International Transfer Mapping and Assessment Register. Depending on the recipient and circumstances, T&T uses an EU adequacy decision, appropriate safeguards such as the European Commission Standard Contractual Clauses, or—only where the GDPR conditions are met—a specific Article 49 derogation such as objective necessity for the requested contract. Transfer derogations are not treated as a routine substitute for safeguards.

Microsoft and Salesforce processing, support access, subprocessors and transfer mechanisms are reviewed through supplier assurance, contractual documentation and transfer assessments.

9. Retention

Information	Indicative rule; legal schedule prevails
Unsuccessful general enquiries	Normally up to 24 months after last meaningful contact.
Travel/event transaction records	For service, accounting, tax, contractual and claims periods defined in T&T's approved retention schedule.
Passport/visa copies	Deleted promptly after the purpose or required submission unless a documented legal/contractual need continues.
Accessibility/health/special-request data	Minimum necessary period for the trip/event and related claims, unless an ongoing lawful preference is specifically requested.
Marketing choice/suppression	While active; minimum suppression evidence retained to honour objections.
Website/security logs	For the documented security/operations period, then deleted or anonymized.
Rights, complaints and incidents	For accountability, claims and regulatory periods under the approved schedule.

10. Security

T&T applies risk-based organizational and technical measures including access control, multifactor authentication, managed devices, encryption, logging, secure configuration, supplier controls, backup/recovery, incident response, training and data minimization. No Internet transmission or storage method can be guaranteed absolutely secure.

11. Your rights

- Access and a copy of personal data.
- Correction of inaccurate data.
- Erasure where legal conditions apply.
- Restriction of processing.
- Data portability for qualifying processing.
- Objection to legitimate-interest processing and direct marketing.
- Withdrawal of consent at any time for future processing.
- Complaint to the Hellenic Data Protection Authority (HDPa), www.dpa.gr, or another competent supervisory authority.

To exercise a right, contact dpo@tntconsultants.gr. We will verify identity proportionately and respond within the GDPR timeframe. Rights may be limited by applicable exemptions and the rights of others.

12. Automated decisions and children

T&T does not currently intend to make solely automated decisions through this website that produce legal or similarly significant effects. T&T may arrange services for minors through parents, guardians, schools, employers or organizers; only information necessary for the service is processed and additional safeguards are applied.

13. Cookies and linked services

The website uses strictly necessary cookies and, subject to consent, Google Analytics or other listed third-party technologies. Details, duration and controls are in the T&T Cookie Notice and live consent panel. Third-party travel or social-media sites have their own notices.

14. Changes and contact

We review this notice at least annually and after material changes. The effective date and material changes will be published. Questions: dpo@tntconsultants.gr, +30 210 8055310, or 193 Kifisias Avenue & 24 Iereos Dousi Street, 151 24 Marousi, Greece.