



Privacy notice Travellers club

The terms “we”, “us”, “our” or “CMA CGM” used throughout this privacy notice, shall designate The Traveler’s Club and CMA CGM’s subsidiaries worldwide.

Please click [here](#) for a list of subsidiaries and brands of the CMA CGM Group.

How do we use your personal data?

Purpose	Type of data	Legal base	Recipients
<p>Travel Management: To organize your travel (e.g. hotel reservation management, restaurant reservation, flight booking).</p>	<ul style="list-style-type: none"> a) Identity & contact data b) Professional information c) Accounting data d) Travel data e) special categories of personal data. 	<p>The contract we have with you. Your consent to the processing of the special categories of data.</p>	<p>The Traveller’s Club Our partners and any third party involved in the organization of the travel.</p>
<p>Payment: To ensure that we receive payment.</p>	<ul style="list-style-type: none"> a) Identity & contact data. b) Accounting data. 	<p>Necessary for our legitimate interest to conduct our business.</p>	<p>Our departments, affiliates and subsidiaries involved in the payment. Our partners and any third party involved in the payment or the collection of the debt.</p>
<p>Marketing: To inform you on services, offers, operational matters and rates offers/changes that may be of interest to you.</p>	<ul style="list-style-type: none"> a) Identity & contact data. b) Professional Information. c) Service Data. d) Marketing data. e) Specific interest & Engagements. 	<p>Your consent.</p>	<p>Our departments, affiliates and subsidiaries involved in Marketing.</p>

Purpose	Type of data	Legal base	Recipients
<p>Litigation management: To prepare, to follow-up on, to exercise or to respond to an administrative legal or judicial claim/proceeding.</p> <p>To enforce a judgement.</p>	<ul style="list-style-type: none"> a) Identity & contact data. b) Professional information. c) Service data. d) Commercial data. e) Accounting data. f) Litigation data 	<p>Necessary for the purpose of or in connection with claims handling and legal proceedings.</p> <p>Establishing/exercising or defending legal claims.</p> <p>Necessary for exercising a right or complying with an obligation arising in connection with an insurance contract.</p>	<p>Our departments, affiliates and subsidiaries involved in the management of the claim.</p> <p>Our professional advisors and third parties who collaborate with us to manage the claim.</p> <p>Government bodies, Regulators, Courts, local authorities where required.</p>

What personal data do we collect about you?

Types of data	Sources
<p>Identity & contact data: e.g. name, surname, email address, phone number, birth date.</p>	<p>Directly from you when you fill in a form in our website or if you are part in a commercial relationship with us.</p>
<p>Professional information: e.g. organisation name, quality or function.</p>	<p>Directly from you from you when you fill in a form in our website or if you are part in a commercial relationship with us.</p>
<p>Service Data: e.g. details of the services and products that you have requested or that we have provided to your company.</p>	<p>Directly from you when you fill in a form in our website or if you are part in a commercial relationship with us.</p>
<p>Commercial data: e.g. commercial relation between us (Contact data, order, purchase, usage history, service and products...).</p>	<p>Directly from you when you fill in a form in our website or if you are part in a commercial relationship with us.</p>
<p>Accounting data: e.g. invoices, payment data.</p>	<p>Directly from you when you fill in a form in our website or if you are part in a commercial relationship with us.</p>
<p>Marketing data: e.g. preferences of communication channels (email, sms), type of communication or frequency of communication.</p>	<p>Directly from you when you fill in form in our website or if you are part in a commercial relationship with us.</p>
<p>Specific interest & Engagements: e.g. professional and personal interests, interactions and engagement with us, attendance at events.</p>	<p>Directly from you when you fill in form in our website, if you are part in a commercial relationship with us or when you register for events.</p>
<p>Travel data: e.g. travel documents (e.g. passport, ID, driving license, membership card) and any data necessary for the organization of the travel (e.g. destination, seat or meal preferences, visa; information about your health).</p>	<p>Directly from you during our commercial contacts or when you fill in your traveler profile on our booking platform.</p>

Types of data	Sources
Litigation data: e.g. identification data for suspects, victims, witnesses and court workers; disputed facts; information, documents and evidence collected with a view to establishing the facts likely to be reproached, characteristics of the litigation.	Directly from you.

How long do we keep your data?

Type of data	How much time we keep it
Identity & contact data, professional information, service data, commercial data, accounting data.	10 years in compliance with the French trade law, or such other longer or shorter period as may be adjusted to comply with any relevant local regulations.
Litigation data.	We keep the data as long as necessary to comply with any relevant local regulation, to answer to authorities or government bodies' requests or to defend ourselves.
Marketing data, Specific interest & Engagements.	As long as your company is in business with us and up to 3 years starting from the end of the commercial relationship.
Travel data.	The data is deleted at the end of the commercial relationship.

International transfers

CMA CGM is a global company which carries out its activity in more than 160 countries around the world. Hence, in some instances your personal data may be transferred outside the European Economic Area. These international transfers are allowed only if there are regulated by mechanisms that ensure an adequate level of protection.

Intra group transfers are done in accordance with the binding corporate rules which governs the international transfers and processing of Personal Data within the Company around the world. For more details, access [to our Binding Corporate Rules](#).

International transfers of personal data between us and a company located in a third country are governed by safeguards approved by the European Commission such as [Standard contractual clauses](#).

What are your rights?

At any time, you may:

- request to see your personal data;
- request to correct or delete your personal data;
- object to our processing of your personal data;
- request an electronic copy of your personal data;
- lodge a complaint with a supervisory authority;
- revoke or withdraw consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

Non-Discrimination

We will not discriminate against you for exercising any of your rights. Unless permitted by the law, or unless the exercise of your rights interferes with contractual requirements we will not:

- deny you goods or services;
- charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties;
- provide you a different level or quality of goods or services;
- suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.

How to contact us?

Contact the CMA CGM's data protection officer by mail at ho.dpo@cma-cgm.com or by mail to the attention of data protection officer, 4 quai d'Arenc, 13002 Marseille, France.

Your request must:

- Provide sufficient information that allows us to verify that you are the data subject or an authorized representative.
- Provide sufficient details to allow us to properly understand, evaluate, and respond to it.

Once verified, we will evaluate your request and answer it within one month.