

Privacy policy

This page describes the privacy practices concerning personal data provided by customers who use our services through our websites, that is www.blu-express.com and www.blue-panorama.com and through our Contact Center (phone and email).

This is also an information notice pursuant to art. 13 of Legislative Decree No. 196/2003 for customers who use our services, which are accessible via the Internet. The guidelines given below are based on the guidelines drawn from the Legislative Decree No. 196/2003 and from art. 29 of Directive No. 95/46/EC concerning in particular the collection of personal data on the Internet, seeking to identify the minimum measures to be taken in regard to the persons concerned, in order to ensure fairness and legality of such practices (pursuant to articles 6, 7, 10 and 11 of Directive 95/46/EC).

A. PERSONAL INFORMATION FURNISHED BY USERS THROUGH THE FOLLOWING WEBSITES: WWW.BLU-EXPRESS.COM AND WWW.BLUE-PANORAMA.COM

Owner and Head of personal data processing

The Owner and Head of the personal data processing as a result of the use of the websites www.blu-express.com and www.blue-panorama.com is Blue Panorama Airlines S.p.A., based in Rome (Province of Rome), Viale Liegi 32.

Rights of the interested parties

Customers whose personal data, pursuant to art. 7 of Legislative Decree No. 196/2003, have the right at any time to receive confirmation of the presence or not of not of such data and to know their contents and origin, verify its accuracy or request their integration, update them or correct them.

Customers whose personal data refer to have also the right to request their cancellation, their transformation into anonymous form or to block the data, which are processed in violation of the law, as well as to oppose in any case for legitimate reasons to their filing.

Requests concerning art. 7 of Legislative Decree No. 196/2003 must be addressed to Blue Panorama Airlines S.p.A., based in Rome (Province of Rome), Viale Liegi 32 or to its e-mail address: contact@blue-panorama.com.

Data processing mode

Data shall be processed under guaranteed security and confidentiality and the method shall use automated tools capable of storing, managing and transmitting them.

Personal data shall be processed lawfully and fairly. They shall be collected and recorded for specific, explicit and legitimate purposes and stored for a period of time no longer than the time needed for the purposes for which they were collected.

Place and purpose of data processing

The data processing used to provide our services is operated by our company Panorama Airlines S.p.A., based in Rome (Province of Rome), Viale Liegi 32. No data deriving from the services provided shall be communicated or disseminated.

Personal data provided by customers are used only to perform the services required and are not disclosed to third parties, unless such disclosure is required by law or is strictly necessary for the fulfillment of customers' requests.

Information provided by customers is used to process bookings and to send confirmation of them via e-mail.

The phone number is required for any contact in case there is a problem to be solved urgently with a specific booking.

Newsletter

Data collected shall be used to send notifications via e-mail about services and special offers by blu-express.com.

In the event that a user does not wish to receive such information, he/she can unsubscribe by clicking on the link found in the e-mail or by sending an empty e-mail with the subject "unsubscribe" to contact@blue-panorama.com.

This can be done through a based e-mail address.

Data provided voluntarily by users

The processed data are personal information and other data, which are voluntarily entered in the forms present on the website. They are also sent explicitly and voluntarily via e-mail or by phone. Such data may regard information needed to provide the services required by the interested party and/or to contact such party. The optional, explicit and voluntary sending via e-mail to the addresses present on the website entails the subsequent collection of the user's address, which is needed to respond to requests as well as any other personal data included in the message.

Navigation Data

The computer systems and software procedures used to operate this website collect, during their normal use, a series of personal data, which transmission is implicit in the communication protocols of the Internet.

Cookies

A cookie is a piece of text that a website transfers to the cookie file of the browser of the computer's hard disk, so that the website can store and identify the user while being logged in.

A cookie will contain in general the domain name of derivation, the "maturity" of the cookie and a value, usually numeric, randomly generated.

When you visit our website, you will be sent a cookie. Cookies may be used in the following ways:

- To help us recognize you as a unique visitor (just a number) when you return to our website and to adapt contents and advertising to your interests in order to avoid showing you the same advertisements continuously.
- To compile anonymous collective statistics, which allow us to understand how customers use our site and to help us improve its structure. This way we cannot identify you personally.

In our website two different types of cookies can be used:

- Session cookie, that is temporary files that remain in the cookie file of your browser while you surf up to when you leave the site;
- Persistent cookies, which remain longer on the cookie file of your browser (although this depends on the maturity of the specific cookie).

Disable/enable cookies

You have the possibility to accept or decline cookies by modifying your browser settings.

However, by disabling cookies the interactive features of our website shall be disabled.

B. PERSONAL DATA PROVIDED THROUGH OUR CONTACT CENTER (E-MAIL OR PHONE)

“The owner” of the data processing

The Owner of the data processing after the use of the Phone Contact Center by customers (phone number +39 06 98956666) and the electronic services (e-mail contact@blue-panorama.com), and any other data used in order to furnish our services is Blue Panorama Airlines S.p.A., based in Rome (Province of Rome), Viale Liegi 32.

“Head” of the data processing

Blue Panorama Airlines S.p.A., based in Rome (Province of Rome), Viale Liegi 32 appointed “Head” of the processing of personal data In & Out S.p.A., a company with a sole shareholder subject to management and coordination by Teleperformance S.A., based in Rome, Via di Priscilla No.101.

“Commissioner” of the data processing

The “Head” of the data processor, that is In & Out S.p.A. a company with a sole shareholder subject to management and coordination by Teleperformance S.A., may transfer the data processing to the company called Albania Marketing Services SH.p.k, which belongs to the group named Teleperformance, headquartered in Rruga Abdyl Frasheri, 31, Hekla Center, Tirana, Albania, in accordance with the provisions of the International and Community regulations concerning the transfer of personal data to importers established in a county outside the EU (Directive 95/46/CE – Decision 2010/87/EU).

Rights of the interested parties

The interested parties whose personal data refer to, pursuant to art. 7 of Legislative Decree No. 196/2003, have the right anytime to obtain confirmation of the existence or not of such data and to know their content and origin, verify their accuracy or require to integrate, update or correct them.

The interested parties whose personal data refer to have also the right to request cancellation, transformation into anonymous form or blocking personal data processed in violation of the law, as well as to oppose in any case, for legitimate reasons, to their processing.

Requests concerning art. 7 of Legislative Decree No. 196/2003 must be sent to Blue Panorama Airlines S.p.A., based in Rome (Province of Rome), Viale Liegi 32, or the following e-mail address: contact@blue-panorama.com.

Data processing mode

Data shall be processed under guaranteed security and confidentiality and the method shall use automated tools capable of storing, managing and transmitting them.

Personal data shall be processed lawfully and fairly. They shall be collected and recorded for specific, explicit and legitimate purposes and stored for a period of time no longer than the time needed for the purposes for which they were collected.

Place and purpose of data processing

The data processing used to provide our services is operated by the company In & Out S.p.A. a company with a sole shareholder subject to management and coordination by Teleperformance S.A., Head of the processing itself in its headquarters and eventually also at the headquarters of the company Albania Marketing Services SH.p.k which belongs to the group Teleperformance, Sita in Rruga Abdyl Frasheri, 31, Hekla Center, Tirana - Albania, in accordance with the provisions of the International and Community regulations concerning the transfer of personal data to importers established in a county outside the EU (Directive 95/46/CE – Decision 2010/87/EU).

No data deriving from the services provided shall be communicated or disseminated.

Personal data provided by customers are used only to perform the services required and are not disclosed to third parties, unless such disclosure is required by law or is strictly necessary for the fulfillment of customers' requests.

The information provided by customers is used to process bookings and to send confirmation of them via e-mail.

The phone number is required for any contact in case there is a problem to be solved urgently with a specific booking.

Data provided voluntarily by users

The processed personal data are personal information and other data, which is furnished voluntarily by customers by phone.

Users are invited to consult this page regularly paying attention in order to check of any updates or changes, which could be necessary also to implement and/or conform to national, Community and international regulations.