

PRIVACY POLICY

Date of last update : 01/06/2022

Your privacy is of utmost importance to us. We comply with regulation 2016/679, the RGPD (Règlement Général sur la Protection des Données).

This privacy policy explains what information we collect about you, why we collect it, and how we use it. It also details your rights and how you can exercise them.

Who are we?

The present website accessible at the URL <https://www.combigoo.com> is the property of Syaways. Syaways is a Société par Actions Simplifiée (Simplified Joint Stock Company), with a capital of 3,000 euros, registered with the R.C.S. of Nanterre under the number 830 915 930, whose head office is located at 33 rue Fernand Pelloutier, 92110 Clichy, France.

We use cookies and similar technologies on this website. When you access our services for the first time on your device, we ask you to accept our use of cookies and similar technologies in accordance with this policy. If you do not accept our use of these technologies or if you change your mind later, you may either withdraw your consent using the methods set forth in this policy or stop using our services.

Why do we use cookies?

We use cookies and similar technologies to enhance your experience and the site through anonymous data analysis. They also allow us to measure the audience of this site.

We do not and never will use cookies and other similar technologies to influence or modify the prices displayed on this site.

The data collected through cookies remains anonymous and does not reveal your identity.

What is a cookie?

Cookies are small files stored on your device for a specified period of time. They allow us to store certain information about you for multiple purposes, such as storing your settings and preferences on our website, optimizing navigation on our website, marketing activities.

What type of cookie or similar technology is used on Combigoo?

Google Analytics is a service from Google allowing the audience analysis of a website.

Information about Google Analytics is available at the following address:

<https://policies.google.com/technologies/ads>

Pixel Facebook is an analysis tool that allows you to measure the effectiveness of the ads that are broadcast on Facebook. Only users who have a Facebook account are concerned.

Information about Facebook can be found at the following address

<https://www.facebook.com/policy.php>

Crisp is a chat that allows you to get in touch with Combigo's customer service, with the aim of helping you and answering your questions.

Information about Crisp is available at the following address:

<https://crisp.chat/fr/privacy/>

How to manage, prohibit or limit the storage of cookies on your computer?

All web browsers allow you to control the management of cookies. You can prohibit the storage of any type of cookies on your computer or allow certain types of cookies and prohibit others. The procedure to follow is different depending on the browser you are using.

You will find below links to the cookie management procedures of the most commonly used browsers:

Internet Explorer

<https://support.microsoft.com/fr-fr/help/17442/windows-internet-explorer-delete-manage-cookies#ie=ie-11>

Firefox

<https://support.mozilla.org/fr/kb/cookies-informations-sites-enregistrent>

Safari

<https://support.apple.com/fr-fr/HT201265>

Google Chrome

https://support.google.com/chrome/answer/95647?visit_id=637029367721681484-1238363883&hl=fr&rd=1

Opera

<https://help.opera.com/en/latest/web-preferences/#cookies>

What personal data do we collect?

Your e-mail address

Your e-mail address, which you are likely to provide us in case of use of the following services: sending a message via our contact form, creating a price alert, receiving good deals.

Your phone number

Your telephone number, which you are likely to provide us when using the following services: booking a trip, contact support via chat.

Information collected when you contact us

When you send us a message through the contact form, through the chat, by e-mail, we will store your contact information and all information you provide during the exchange, including messages. We will use this data to process your request, and possibly to establish or defend your rights in court.

Your activity on our website

When you use our website, we track your activity and use the data collected anonymously to improve our services. For example, we analyze which features are most frequently used in order to improve them.

How do we use the data we collect?

Good Plans" Service

When you subscribe to our newsletter "Bons Plans", we will send you emails containing good plans. You can unsubscribe at any time using the links at the bottom of each of our emails.

Price Alert Creation" Service

When you sign up for a Price Alert, we will send you emails containing information on the evolution of the ticket price. You can unsubscribe at any time using the links at the bottom of each of our emails.

How long do we keep your personal data?

We will keep your data until it is no longer required for any of these purposes, with a maximum duration of 1 year.

The only exception is the processing of your data for the sending of "Good Plans" and "Price Alert" services. Each e-mail you receive from us will offer you a clear and simple way to unsubscribe and therefore to oppose this type of processing. Consequently, we will continue to use your personal data for this purpose until you unsubscribe.

How can you access or control your personal data?

At any time, you can contact us via our following contact page (<https://www.combigio.com/en/contact>) in order to access all the data we use or process, to ask us to delete your data, to limit data processing, or to object to data processing.

How to contact us?

If you would like to know more about this policy or if you would like more information about the cookies used on our websites, please contact us via the contact page on our website: <https://www.combigio.com/en/contact> or by email to hello@combigio.com.