



Data Privacy Notice

This Data Privacy Notice is intended to inform our healthcare professional travel customers how we collect and process their personal data in connection with business travel that they may book with us. In particular, from time to time, healthcare professionals may travel in connection with activities sponsored by a company in the Cook Group, such as continuing medical education events. Our healthcare professional travel practices, including reimbursements, take place in accordance with Cook's Code of Conduct policies for interactions with healthcare professionals. Please contact us for any questions or additional information relating to those policies.

Cook Medical Travel's data collection practices comply with data privacy and other laws and requirements of the countries involved. In that regard, the personal data that we collect from healthcare professionals to book travel is appropriate and proportionate to the particular travel arrangement. In certain countries such as the United States, and based upon passenger safety reasons, we are required to collect the passenger's passport number and date of birth to process airline bookings.

The data that we collect falls into the following categories:

- Contact details: the healthcare professional's name, business and home address, telephone number, email, and emergency contact (if provided). If you are part of a healthcare organization and traveling on their behalf, we may also ask for the name of your organization and your title, in order to process chargebacks).
- Data related to the travel: travel itinerary and changes, travel preferences (airline, hotels, seating assignments, food preferences), frequent flyer program enrollments and program numbers, date of birth (as required for airline travel in some countries), country of residence, passport number (generally voluntary except if travelling to the United States or certain other countries requiring this information), visa information (as applicable).
- Data related to the commercial relationship (if and when applicable): including but not limited to information about the corporate entity requesting services through Cook Medical Travel, identification of personnel authorized to book travel, limitations or restrictions specified by the corporate client, details of the travel bookings, and related accounting and chargeback information.
- Billing and payment data (if and when applicable): including but not limited to terms and conditions of payment, and payment to the relevant airlines and other carriers and providers.

Purposes of the Personal Data Processing

Cook Medical Travel uses the personal data of healthcare professionals for travel bookings as well as for payment processing, compliance, evaluation of its operations, and auditing. It may also use the data for sales and marketing activities. Cook Medical Travel does not sell or share your data with third parties for their own separate use. However, to the extent required for travel bookings, compliance with legal obligations or to fulfill Cook Medical Travel's requirements to its customers, it may share relevant personal data with third parties such as airlines, hotels, conference centers and others involved in assisting with its corporate travel services. In addition, it may share certain limited data with the Cook company involved in the event for which you are traveling, such as to confirm that your travel arrangements have been made or for auditing/accounting purposes relating to ensuring compliance with Cook's Code of Conduct.

Recipients

Cook Medical Travel ensures that healthcare professional personal data is only accessible to limited authorized individuals, having a need-to-know for the performance of their professional activities.

As noted above, Cook Medical Travel may also share the data with third parties working with Star Travel, such as service providers. Cook Medical Travel requires from the service providers to whom healthcare professional personal data may be transferred that they undertake to process the data only on behalf and subject to Cook Medical Travel's instructions and to implement appropriate security measures to keep the personal data confidential, consistent with applicable laws and regulations.

Personal Data Retention Period

Cook Medical Travel retains the personal data of its travel customers consistent with legal and business requirements. Thereafter, the data is archived or securely destroyed.

Place of Storage

Customer personal data is stored either in paper or in electronic format by or on behalf of Cook Medical Travel. In some situations, the data may also be centralized.

Transfer of Data

Certain recipients of personal data pertaining to healthcare professionals from the European Economic Area may be located outside of that region, where the data privacy laws do not offer the same level of protection. However, Cook Medical Travel has taken the appropriate measures to comply with the requirements of the local applicable data protection laws to secure transfer of personal data outside the European Economic Area, including entering into the E.U. Standard Contractual Clauses.

Security Measures Implemented to Protect Personal Data

Cook Medical Travel has put in place appropriate technical and organizational security measures to prevent unauthorized or unlawful disclosure or access to, or accidental or unlawful loss, destruction, alteration or damage to healthcare professional's travel data. These measures will ensure an appropriate level of security in relation to the risks inherent to the processing and the nature of the personal data to be protected.

Individual Rights -- Accuracy and Access

Cook Medical Travel takes reasonable steps to keep its healthcare professional travel data accurate, complete, and up-to-date in accordance with the purposes for which it was collected.

Cook Medical Travel provides healthcare professionals with reasonable access and the opportunity to examine their personal data, confirm its accuracy and have their personal data amended if it is incomplete or inaccurate. They also have the right to request erasure (deletion) of their personal data if it was collected in an unlawful manner or in violation of applicable laws. This right may also extend to third parties with whom Cook Medical Travel may have shared their personal data.

For additional information about Cook Medical Travel's privacy and security practices or to exercise your right of access or rectification, kindly contact us at:

Cook Medical Travel (Europe excluding Danish Employees)

Phone Number: + 353 61 250700
Email: travel@cookmedical.com
Opening Hours (GMT):
07:30 - 17:00 (Monday - Thursday)
07:30 - 16:00 (Fridays)

Cook Medical Travel (Danish Employees)

Phone Number: + 45 5686 8686
Email: travel@cookmedical.com
Opening Hours (CET):
08:30 - 16:30 (Monday - Thursday)
08:30 - 16:00 (Fridays)