

PRIVACY

Carlson Wagonlit Travel - Canada (CWT) [1] takes the issue of privacy seriously. In addition to our own longstanding privacy policies, CWT also is required to ensure that the personal information that we collect, use and disclose is processed in accordance with the applicable law, including, without limitation, the Canadian Personal Information Protection and Electronic Documents Act and similar provincial legislation.

LIMITATION OF LIABILITY

This privacy policy is limited to websites of CWT. CWT is in no way responsible for the websites of its affiliated companies, franchisees or travel suppliers.

WHY WE COLLECT INFORMATION FROM YOU

CWT collects personally identifiable information from you only with your knowledge and consent. CWT collects, uses and discloses personal information based on the products and services you request from us. For example, we collect, use and disclose personal information to complete travel arrangements for you, when you enter our contests, when you subscribe to our electronic newsletters and to provide you with links to services or sources of information that meet your needs. We use our electronic newsletters and email for communicating to individuals from whom we have received consent. If additional sources of information are used, we will only send email to individuals who have expressly shared their address and for the purpose of receiving offers and information in the future from CWT. Each newsletter will display the e-mail address of the recipient with simple instructions on how to unsubscribe (opt-out) from the newsletter list.

We collect non-personally identifiable information from you in order for us to better understand how our website is used. Information about a user's visit is logged, however your IP address is never referenced to personally identifiable information. Usage statistics are gathered in a non-intrusive manner. The log files are private documents and are primarily used by the server administrator for error notification, server administration and to monitor website performance. At times portions of the log files may be viewed by others for the purpose of server administration, security or when required by law.

CWT collects both personally identifiable information and non-personally identifiable information with the goal to serve you better and to offer products and services that may interest you.

COLLECTING PERSONALLY IDENTIFIABLE INFORMATION

The types of personal information that CWT collects, uses and discloses depends on the products and services you request from us.

That information may include (among other things):

Personal information that relates to specific travel reservations, products or services. This information may include your name, address, telephone numbers, e-mail address, health information, next-of-kin information and credit card information;

Personal information about you and your preferences that will allow us to serve you more efficiently when you request a product or service from us and to bring to your attention products or services that may of interest to you. This information may include the information described above and information about place of departure, intended destinations, travel preferences (e.g., cruises or eco-tours), airline, airline seating and airline meal preferences, hotel and hotel room preferences, rental car company and car preferences and family status;

Communications between you and CWT and notes concerning those communications; and

Personal information that relates to associated purposes such as travel insurance and foreign exchange.

CWT does not rent, sell or trade our mailing lists for any reason.

SECURITY

CWT actively invests in maintaining security levels appropriate for the protection of digital assets to protect against the loss, misuse and alteration of data used by our system. We fulfill our security responsibilities through regular remote back-ups, updating security patches promptly and periodic reviews of our security systems and procedures.

COOKIES

In some cases cookies will be used to extend the functionality of the website. A cookie is an element of data that a website sends to your browser, which may then be stored on your computer. Cookies issued from our website will only be used by our website and we do not use cookies issued by other websites.

CHILDREN AND PERSONALLY IDENTIFIABLE INFORMATION

CWT does not knowingly collect personally identifiable information from minors.

LINKS TO OTHER SITES

In some cases a CWT website will link to the websites of other companies. We are not responsible for the content or privacy practices of those websites. We recommend that you review the privacy policies of these sites and determine if that site protects your privacy in a responsible manner and to your satisfaction.

PRODUCT PURCHASES

CWT may sell products or services on a CWT website. At the time of purchase, we require personal, business and financial information, such as name, email, shipping/billing address and credit card number in order to complete the sale. This information is transmitted in 128-bit encryption and we use Secure Socket Layer (SSL) technology to protect your online order. We do not store or access credit card information from our server after your order is processed. Your financial information may be sent to a third party designated to complete the financial transaction or order fulfillment. You will be advised at the time of purchase of any designated third party.

ACQUISITION OR CHANGES IN OWNERSHIP

In the event that CWT (or a substantial portion of its assets) is acquired, customer information would be considered part of those assets

and may be part of the assets that are transferred.

CHANGES TO PRIVACY POLICY

Any changes or modifications of our Privacy Policy will follow with a notification on the homepage of the CWT website. If the Privacy Policy changes in the future, we will not use the personal information you have submitted to us under this Privacy Policy in a manner that is materially inconsistent with this Privacy Policy without your prior consent.

CORPORATE CLIENTS AND BUSINESS TRAVEL SERVICES

Corporate clients of CWT should refer to the Data Protection Policy applicable to CWT's business travel services. Click here for a copy of the Data Protection Statement. Both documents can also be downloaded as PDF files.

FURTHER INFORMATION

Should you have any additional questions or comments related to the Online Privacy Statement, please e-mail cwinfo@carlson.com. For questions concerning your personal travel data, please contact your local CWT office.

[1] In this Policy, Carlson Wagonlit Travel – Canada and CWT refer to P. Lawson Travel (a partnership of CW Travel Canada, Ltd. and 152812 Canada Inc.), carrying on business as "Carlson Wagonlit Travel".

Last update: January 1, 2005