

Our Privacy Policy

Firstly we suggest Our Privacy Policy shall be read in conjunction with our Terms and Conditions to have a better understanding of terms. By making use of our website and of our services you agree with the provisions of Our Privacy Policy.

Our Privacy Policy is focused on processing personal data provided within the online application form with appropriate confidentiality and according the Law.

We ensure to respect the privacy of all our clients and of their personal data.

1. The purposes of collecting and processing Personal Data:

Pro Pasagjerit provides the Services in accordance with its “Terms and Conditions”.

When collecting, processing and storing of personal data Pro Pasagjerit ensures to act under the legislation of the Republic of Albania and the General Data Protection Regulation (EU) (2016/679).

- 1.1 .The processing of personal data shall take place only for specified and legitimate purposes limited to the purpose for which they are processed.
- 1.2 . Personal data shall be kept in a form which permits identification of the data subject for no longer than it is necessary for the purpose for which the personal data are processed;
- 1.3 .Personal data shall be stored in a manner that ensures appropriate confidential security;
- 1.4 .Personal data shall not be shared with third parties except when necessary for them to provide services upon agreement;
- 1.5 .Following the compensation process with assistance of Pro Pasagjerit claim agency the Client makes an online application. While filling the online application the client provides the following personal data: name and surname, e-mail, mobile phone number, address. These personal data are used for the compensation process only.
- 1.6 .In case the client traveled with other passengers and is acting as the authorized person on their behalf, the Client while filing the online application mentions the name and surname of other passengers as well.
- 1.7 .While filing the online application the Client is required to mention a flight number and booking number, to upload a ticket, booking confirmation and a copy of identity card (ID).
- 1.8 .While filing the online application the Client is required to sign electronically or upload a hand-signed power of attorney which is used by Pro Pasagjerit claim agency to act on the Client’s behalf with regard to your claim for compensation. Without the power of attorney document the airlines might refuse our claim for compensation.

- 1.9 .After the upload the Client's documents are stored at the internal system of Pro Pasagjerit claim agency and a case file is created. The Client may check the case status at any time on his own. For security reasons files of the documents itself are not shown and are not available for download for the Client usage.
- 1.10 .Pro Pasagjerit also collects and processes correspondence between Pro Pasagjerit and the Client.
- 1.11 .In case the Client leaves his feedback at the website or social networks of Pro Pasagjerit claim agency, Pro Pasagjerit may use it for advertising goals at aforementioned platforms.

2. Storage of personal data

2.1. The Client's personal data are stored for 2 (two) years since the agreement between Pro Pasagjerit and the Client is fulfilled.

3. Disclosure of information

3.1. Pro Pasagjerit may disclosure The Client's data to other third parties if it is required for the purposes of collecting compensation for the Client's claim(for example, to any Lawyer, airlines.)

3.2. Pro Pasagjerit may disclosure the Client's data if it is required by law (for example, by supervisory authorities to meet the requirements of the GDPR); to comply with any legal processes.

4. Client's rights

4.1 Right to restrict processing: in limited circumstances, the Client has the right to request that processing is stopped but the data retained;

If the Client wants to exercise any of his rights listed above, he may email Pro Pasagjerit at: team@propasagjerit.al

4.2 The provisions of this part of Privacy Policy do not restrict the rights of Pro Pasagjerit to store the Client's data in case it is required by law.

5. Personal data security

5.1. The data that Pro Pasagjerit collects from the Client may be transferred to, and stored at, a destination outside the European Economic Area (“EEA”). It may also be processed by staff operating outside the EEA who are attracted by Pro Pasagjerit for processing of applications, filing claims and processing payments and providing other support services and are located outside the EEA. By submitting his personal data, the Client agrees to this transfer, storing or processing. Pro Pasagjerit will take all steps reasonably necessary to ensure that the Client’s data is treated securely and in accordance with this Privacy Policy.

5.2. Although Pro Pasagjerit does its best to protect the personal data of the Client, Pro Pasagjerit cannot guarantee the security of the Client’s data transmitted to the website. Any transmission is at Client’s own risk. Once Pro Pasagjerit has received Client’s information in the site, upon processing such it will use safe organizational and technical measures to prevent such data from accidental and unlawful destruction, alteration, disclosure as well from all other unlawful activities. Information provided to Pro Pasagjerit is being kept at secure servers.

5.3. The Client must take active measures to ensure privacy of his personal data including putting his best effort to ensure privacy of the password necessary to access the website. The Client must ensure that third persons shall not directly or indirectly obtain such data and shall not use the Client’s data to access the website and/or services and/or for other purposes. The Client is responsible for any actions of third persons made by using the Client’s data and all obligations and liability, arising or related to such actions of third persons shall be the Client’s to the full extent.

5.4. In case Pro Pasagjerit has doubts as to the correctness of data provided by the Client, Pro Pasagjerit may suspend the processing of such Client’s personal data and check and clarify such data.

Please forward any inquiries that you may have regarding the safeguards of personal data to the following email: team@propasagjerit.al

6. Final provisions

6.1. The provisions of this Privacy Policy are governed by and interpreted in accordance with the laws of Albania Republic.

6.2. Pro Pasagjerit is entitled to unilaterally amend and/or supplement this Privacy Policy without prior notification of the Client. Amendments and/or supplements to this Privacy Policy are valid from publication of such in the Website.