



## PRIVACY POLICY

This Privacy Policy sets out how we obtain, store, and use your personal information when you use or interact with our website, or where we otherwise obtain or collect your personal information through other channels, such as email, phone, in writing, or via social media. By using our website or other channels or sharing your personal information with us, you are accepting and consenting to the practices described in this Privacy Policy.

This Privacy Policy establishes the terms in which it uses and protects the information that is provided by its users when using its website. This company is committed to the security of its users' data. When we ask you to fill out personal information fields with which you can be identified, we do so to ensure that it will only be used by the terms of this document. However, this Privacy Policy may change over time or be updated, so we recommend and emphasize that you continually review this page to ensure that you agree with such changes.

Please read this Privacy Policy carefully.



## **Cookies**

A cookie refers to a file that is sent to request permission to be stored on your computer. Upon accepting said file, it is created and the cookie is then used to obtain information regarding web traffic and also facilitates future visits to a website. recurrent. Another function that cookies have is that with them the websites can recognize you individually and therefore provide you with the best personalized service on their website.

Our website uses cookies to identify the pages that are visited and their frequency. This information is used only for statistical analysis and then the information is permanently deleted. You can delete cookies at any time from your computer. However, cookies help to provide a better service on the websites, they do not give access to information from your computer or you unless you want it and you directly provide it with news. You can accept or deny the use of cookies, however most browsers automatically accept cookies as it serves to have a better web service. You can also change your computer settings to decline cookies. If they decline, you may not be able to use some of our services.



## **Personal Information**

We collect personal information about you when you provide it to us, such as through your use of our website and its features, when you contact us directly by email, phone, in writing, or via social media, when you book our tours, specific information may be required to reserve an activity, or when you use any of our applications or any other means by which you provide personal information to us. The type of information we collect about you may include information such as:

- Your name
- Your email address
- Your address
- Your phone number
- Demographics (e.g. gender, birth date)
- Passport data (e.g. passport number, country of issuance, date of issuance, and expiration date)
- Medical/Dietary data (e.g. information regarding your medical and physical conditions, dietary restrictions and requirements, and food allergies that may be relevant to your participation in our trips)
- Payment data (i.e. data necessary to process the payment you make in connection with your trip)



## **Use of collected information**

Our website uses the information to provide the best possible service, particularly to maintain a record of users, and orders if applicable, and to improve our products and services.

The types of data that can be requested and processed are:

- Identification data.
- We also automatically collect data about your visit to our website as described in the cookie policy.
- Whenever we request your Personal Data, we will inform you what personal data we collect and for what purpose. In general, we collect and process your data for:
  - Provide information, services, products, relevant information, and news in the sector.
  - Sending communications may be sent periodically through our site with special offers, new products, and other advertising information that we consider relevant to you or that may provide you with some benefit, these emails will be sent to the address you provide.
  - Process transactions and facilitate your participation on our trips.
  - Help us serve you better, including personalizing your online experience and tailoring content, recommendations, and offers we display to you.
- We honor all requests not to receive mail, telephone, or other solicitations from Montaraz Outdoors & Culture.



### **Links to Third Parties**

This website may contain links to other sites that may be of interest to you. Once you click on these links and leave our page, we no longer have control over the site to which you are redirected and therefore we are not responsible for the terms of privacy or the protection of your data on those other third-party sites. These sites are subject to their privacy policies, so it is recommended that you consult them to confirm that you agree with them.



## How we share your data

When you access or use our website, we collect and process your personal information for the purposes described in this policy. We rely on several legal bases to use your information in these ways. These legal bases include:

- **Consent.** We may share your data if you have given us specific consent to use your personal information in a specific way or for a specific purpose.
- **Performance of a Contract.** Where we have entered into a contract with you, we may share your personal information to fulfill the terms of our contract.
- **Legal Obligations.** We may disclose your information where we are legally required to do so to comply with applicable law, governmental requests, a judicial proceeding, court order, or legal process, such as in response to a court order or a subpoena (including in response to public authorities to meet national security or law enforcement requirements).
- **The data may be communicated to companies related to Montaraz Outdoors & Culture for the provision of various services in the following situations:**

**Third-Party Service Providers.** We may share your data with third-party vendors, service providers, contractors, or agents who perform services for us or on our behalf and require access to such information to do that work. Examples include hotels, tour guides, pre/post, and on-trip service providers, payment processors, information processors, data analysts, email delivery providers, hosting service providers, and third parties that assist us with our customer service and marketing efforts. Those companies will be permitted to obtain only the personal data they need to provide the service.



### **Retention of Personal Data**

We retain your personal information for as long as it is necessary for the purposes set out in this Privacy Policy, or for a longer retention period if required or permitted by law (such as tax, accounting, or other legal requirements).

When we have no ongoing legitimate business need to process your personal information, or if you ask that your personal information be deleted, we will either delete it.

### **Security of Personal Data**

Montaraz Outdoors & Culture takes precautions to ensure that personal information is kept private. Please note that we cannot guarantee the security of personal information. Unauthorized entry or use, hardware or software failure, and other factors may compromise the security of personal information at any time.



## **Children's Privacy**

We collect information about minors (under the age of 18 years old), including name and contact data, demographic data, passport data, and medical/dietary data, when traveling together with their parents.

We do not knowingly collect or solicit personal information from minors (under the age of 18 years old) when not traveling together with their parents, and/or without verified parental consent

In the event we learn we have collected personal information from a minor without verified parental consent, we will delete that information as soon as possible. If you believe we may have any such information from a minor, please contact us.





## **Forums and Other Interactive Services**

Our website and the other channels we use may include discussion forums or other interactive areas or services, including blogs, chat rooms, bulletin boards, message boards, reviews, social media postings, uploaded photographs or videos, or other areas or services in which you or third parties create, post or store content, messages, comments, materials or other items (“Interactive Areas”). If you use an Interactive Area, you should be aware that these areas, including any personal data you post or provide, may be viewable by others and may be publicly distributed outside the channels in perpetuity.

We are not responsible for public disclosure of personal data you submit in connection with the Interactive Areas, nor are we responsible for how others might use that information, including sending you unsolicited messages. Interactive Area postings may be retained indefinitely. If at any time you would like to request that we remove a posting, please contact us a request and be sure to include your full name, email address, and information sufficient to permit us to locate the submission(s) that you are requesting be removed. In some cases, we may remove only your personal information, but maintain the rest of your submission. Removal of a posting from an Interactive Area is at our discretion. Removal of a posting from an Interactive Area does not necessarily mean that the posting will be deleted from our backend systems, nor does it ensure complete or comprehensive removal of postings that may have been copied by third parties while publicly accessible.



## **YOUR RIGHTS General Data Protection Regulation (GDPR)**

Access your personal data and any other information indicated in Article 15.1 of the RGPD.

Rectify your personal data that is inaccurate or incomplete by Article 16 of the GDPR.

Delete your personal data by Article 17 of the GDPR.

Limit the processing of your personal data by Article 18 of the GDPR.

Request the portability of your data by Article 20 of the GDPR.

Object to the processing of your personal data by Article 21 of the GDPR.

If you have given your consent for a specific purpose, you have the right to withdraw the consent given at any time, without affecting the legality of the processing based on the consent before its withdrawal.

You can exercise these rights by sending a motivated and accredited communication to us

Upon your request, we will delete your information from our active databases. However, some information may be retained in our files to prevent fraud, troubleshoot problems, assist with any investigations, and/or comply with legal requirements.



## **LEGAL INFORMATION**

The requirements of this Policy complement, and do not replace, any other requirements under applicable data protection law, which will prevail in any case.

This Policy is subject to periodic review and may be modified by the company at any time. When this occurs, we will notify you of any changes and ask you to re-read the most recent version of our Policy and confirm your acceptance.

**If you have any questions, comments or concerns about our Privacy Policy, please contact us.**