

## **PRIVACY POLICY**

### **Our obligations**

Travel agency South Tours attaches great importance to your privacy. Travel agency South Tours has implemented the EU General Data Protection Regulation (GDPR) in its entirety. Please review our Privacy Policy to learn how we collect, process and store information provided by you using the contact form "Contact us" on our website. We collect different types of information, including information that identifies you as an individual (personal information). Please see the detailed explanation below.

### **What type of information Travel agency South Tours collects?**

When you visit our website, we may collect data you decided to share with us. For example, you share data when you fill in the form "Contact us". We also may collect information about your device and IP address used to access our website. For more information on this, please refer to the section "Cookies and other tracking technologies" below.

When you use the above mentioned forms, we collect data, such as your name, e-mail address, home address and phone number directly from you, for the purposes of providing the requested service.

### **How we use your information?**

When you provide your information, we may use them to address your request (e.g. a request related to specific products and services or submitted through the "Contact us" form) in due time. In addition to that, we use them in order to manage and improve our website, as well as to perform an analysis for the purposes of monitoring marketing activities, i.e. popularity of specific website sections.

If you use our services, we may utilize your data to:

- Establish communication for the purposes of addressing your request related to a specific product. For example, when you submit your request through the contact form, Travel agency South Tours collects the provided personal data for further communication aimed at commercial collaboration.
- Contact you and address your request submitted through the "Contact us" form
- When a user visits our website and clicks on a certain page, anonymous information is collected about the traffic on particular subpages of our website (Google Analytics tools).

### **Collaboration with third parties**

We do not lease or sell your personal data to third parties. We do not share any of our users' personal data with third parties.

Our employees are not entitled to use personal data collected for the purposes of collaboration between the user and Travel agency South Tours.

In the unlikely event of Travel agency South Tours receiving a court order from the competent legislative authority, the company shall be obliged to submit the requested data to the said authority. Travel agency South Tours will take precautions to make sure the authorities filing the request have legitimate reasons for obtaining the requested data.

## **Safety and privacy**

Travel agency South Tours protects personal data from unauthorized usage and access. Travel agency South Tours applies organizational, technical and physical safety measures in order to keep the collected personal data secure.

## **Cookies and other tracking technologies**

Information collected through cookies helps us understand how our website is used, with the purpose of improving the quality of content for our users, as well as their browsing experience. Optional cookies include Google Analytics cookies (which track website traffic, analyze success of the website and are available to Travel agency South Tours in a form of statistical data without users' personal data) and cookies generated by social networks (e.g. Facebook), which enable the user to share particular content on their social network account.

When you access our website for the first time, you will be presented with a note that informs you about the usage of cookies and prompts you to accept them.

By continuing to use our website, you agree to our use of cookies.

Using settings of a web browser, users can independently manage (enable or disable) their acceptance of cookies at all times. Please note that disabling cookies may affect the functionality and your interaction with our website. We accept no responsibility for any loss of functionality and/or quality of the website content in case the users choose to manage the acceptance of cookies themselves.

For further information about configuring browser settings for cookies, please refer to the following links:

- Click [here](#) to learn more about private browsing and cookie settings in Mozilla Firefox
- Click [here](#) to find out more about the incognito mode and cookie settings in Google Chrome

- Click [here](#) to find out more about the “InPrivate” mode and cookie settings in Internet Explorer
- Click [here](#) for more information about the “Private navigation” mode and cookie settings in Safari

By using these websites, users acknowledge that they are at all times familiar with and agree to the Terms of Use, including provisions on the processing and protection of personal data and the options related to cookies.

### **What are my options?**

You may decide not to share the requested information with us. Please keep in mind that we require certain data in order to receive feedback on the requested products and services or to address your query submitted via the “Contact us” form.

### **Accessing and updating personal data**

To review or update your personal data in order to ensure correctness thereof, please contact us [info@south-tours.com](mailto:info@south-tours.com) . Travel agency South Tours will do everything in its power to make the requested data available to you and, if necessary, update, modify, or completely remove them within 30 days. If for some reason we are not able to fulfill your request within 30 days, you will be informed as to when your data will be made available. In the unlikely event that we are not able to share the requested data with you, you will be informed about the particular reason we are not able to provide the requested access.

### **Questions concerning this privacy notice**

If you have further questions or would like to submit a complaint regarding protection of your personal data, please contact us at [info@south-tours.com](mailto:info@south-tours.com) . Every inquiry or complaint regarding privacy will be documented and investigated. We will make sure the investigation delivers results. If the complaint proves to be justified, will take all necessary measures.