

NATIVE ESCAPES

Privacy Policy

In accordance with UK Data Protection Law, we uphold strict security procedures for the storage, use and disclosure of your personal information. We have described below the personal information we may gather about you, the purposes for which we will hold it and the limited categories of people to whom we may disclose it.

As such, we have produced this policy to make our data management practices public. Please review it so that you have an understanding of how we collect and use the data you provide. If you have any questions or comments regarding this policy, please contact us.

Please note that this policy complements, but does not supersede, the separate Terms and Conditions which legally govern use of this website. If there is a circumstance in which the two documents conflict, Terms and Conditions shall take precedence over this policy. Native Escapes is a company headquartered in the UK. As such, the Terms and Conditions and this Privacy Policy are subject to the applicable laws of the United Kingdom of Great Britain & Northern Ireland. Any claim or proceedings arising under or otherwise concerning the Terms and Conditions or this Privacy Policy shall be conducted in the United Kingdom.

Application of this policy

This policy is applicable to any data collected on www.nativeescapes.com or by a Native Escapes employee for storage in Native Escapes' internal database.

Information that we collect

Native Escapes collects three types of information:

1. Information pertaining to your website preferences

To ensure that you receive the correct tour information, we employ cookies - small text files that are generated by the website but are stored on your computer - to keep track of your website preferences. These preferences include, but are not limited to, language information and home country. Each time you visit the site, the computer that runs our website reads the cookie from your computer and presents the site according to the data in the cookie, saving you the time it would normally take to set preferences. The data in our cookies is encrypted and therefore cannot be linked to any information that identifies you personally.

Many modern browsers have the ability to turn cookies off as a privacy or content management feature. If you remove Native Escapes' cookie, you will have to reset your county and language preference, but your registration and history information will not be lost. For information on how to turn cookies off , please see <http://www.aboutcookies.org>

2. Technical data

Each time you visit a page on our website, our website automatically records certain information - for example, the time of visit, the address of the page visited and any error messages you received while accessing the page. This data is recorded regardless of whether or not you registered or have cookies enabled.

We use background information purely for technical purposes. It helps us conduct website maintenance and allows us to troubleshoot technical problems. This information is not combined with any other forms of information we collect, nor is it scanned to provide trend or demographic information.

3. Data you explicitly provide Native Escapes

This information is collected when you register with the website or if you book with us. Upon registering, you can choose to receive communications from us and also communications from selected third parties. Registration information is stored in our internal database system, which is accessed by our sales, accounting, and information systems staff. It is used solely to conduct business, and it is always handled discretely and in a manner which safeguards your privacy.

When you book a trip with Native Escapes, we will collect some personal information in order that we can process your booking. If you give us your contact details, then we will treat these in confidence. We will not divulge them to any third party working outside of ourselves.

Any payments made by credit or debit card over the telephone will be treated in the strictest confidence: we do not store customer financial information, including credit or debit card information – should you need to make further payments following an initial payment on credit or debit card, we will need you to provide card payment information again.

What we do with your personal information

Native Escapes uses your personal information to provide you with marketing information deemed necessary to send the appropriate brochure or dossier plus any new features, tours, or special offers which we think may be of interest to you. We may also use your information for internal administration of a booking and for analysis. If you send in a booking request for a tour(s), we may need to disclose your information to third party providers of flights, tours and travel insurance. They will only have access to the personal information

needed to perform the relevant service and may not use your personal information for any other purpose. However, we respect our customers' privacy and do not sell, rent, trade or give away any of your personal information for any purpose.

Data Protection Legislation

Native Escapes is registered on the UK Data Protection Register in the UK.

Security To Protect Your Information

Native Escapes considers your data's security when we upgrade our technology. Old computers are recycled and their hard drives are always removed before they leave our offices and kept in secure storage.

We perform regular backups of our database systems and web servers, and we store monthly backups in a secure location. While we cannot guarantee 100% security from unauthorised access, we take every reasonable effort to ensure that the data on our servers and on our backups remains safeguarded.

Maintenance of cookies is not under our control, as cookies are stored on your own computer. Most modern browsers have an option to remove cookies currently stored on your computer. Please see above for more information on cookies.

Your Consent

By using Native Escapes' website, you consent to the collection of this information by Native Escapes in the ways described above. Your information will be kept on file and may be used to send you details of relevant future offers and brochures. If you do not wish to receive such information please let us know by using the opt-out boxes on the relevant web pages. You are entitled to a copy of your information held by us. We make a small charge for providing this to you.

Contact us

If you have any concerns about the content of this privacy statement or any personal information Native Escapes holds about you, please contact us immediately.