

# CONTEMPLA

## Privacy Policy

### 1. Introduction

Contempla (“we”, “our”, or “us”) is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, process, store, and protect your personal data when you interact with us, visit our website, or purchase our services. By using our services, you agree to the terms outlined in this Privacy Policy.

### 2. Data Controller

The data controller responsible for your personal data is:

**Contempla**

**Lima, Peru**

**Email:** [ac@contempla.travel](mailto:ac@contempla.travel)

For any privacy-related inquiries, you may contact us at the email above.

### 3. Personal Data We Collect

We may collect and process the following categories of personal data:

- Identification data (full name, nationality, passport details, date of birth)
- Contact information (email address, phone number, home address)
- Travel information (arrival/departure details, itinerary preferences)
- Payment information (billing details; payment processing may be handled by third-party providers)
- Health or dietary information relevant to travel experiences
- Technical data (IP address, browser type, device information, cookies)

We collect personal data only when necessary to provide our services.

### 4. Legal Basis for Processing

We process personal data based on one or more of the following legal grounds:

- Performance of a contract (to organize and operate your travel services)
- Legal obligations (tax, regulatory, or immigration requirements)
- Legitimate interests (service improvement, security, fraud prevention)
- Consent (marketing communications or optional data collection)

Where consent is required, it may be withdrawn at any time.

## **5. How We Use Your Data**

Your personal data may be used to:

- Design and operate travel itineraries
- Make reservations with hotels, transport providers, and guides
- Issue entrance permits and train tickets
- Communicate itinerary updates and service information
- Provide customer support
- Comply with legal and regulatory requirements
- Improve our services and website functionality

We do not sell personal data to third parties.

## **6. Data Sharing**

We may share personal data with carefully selected third-party service providers strictly for the purpose of delivering confirmed travel services. These may include:

- Hotels and lodges
- Transportation companies
- Professional guides
- Government authorities (for permits or immigration requirements)
- Insurance providers (if applicable)
- Technology and payment service providers

All third parties are required to handle your data securely and lawfully.

## **7. International Data Transfers**

As an international travel operator, your personal data may be transferred to service providers in different countries as necessary to fulfill your itinerary. When transferring data internationally, we take appropriate safeguards to ensure adequate protection in accordance with applicable data protection laws.

## **8. Data Retention**

We retain personal data only for as long as necessary to fulfill contractual obligations, comply with legal requirements, resolve disputes, and enforce agreements. When data is no longer required, it is securely deleted or anonymized.

## **9. Your Rights**

Depending on applicable law, you may have the right to:

- Access your personal data
- Rectify inaccurate or incomplete data
- Request erasure of your data
- Restrict or object to processing

- Request data portability
- Withdraw consent (where processing is based on consent)

Requests may be submitted via email and will be addressed within a reasonable timeframe.

## **10. Data Security**

We implement appropriate technical and organizational measures to protect personal data against unauthorized access, alteration, disclosure, or destruction. However, no method of electronic transmission or storage is entirely secure.

## **11. Cookies & Website Tracking**

Our website may use cookies and similar technologies to improve functionality, analyze usage patterns, and enhance user experience. Users may adjust browser settings to refuse cookies; however, this may affect website functionality.

## **12. Marketing Communications**

If you opt in to receive marketing communications, we may send updates, travel inspiration, or promotional information. You may unsubscribe at any time via the link provided in communications or by contacting us directly.

## **13. Updates to This Policy**

We may update this Privacy Policy periodically to reflect changes in legal requirements or business practices. The latest version will always be available on our website.

## **14. Governing Law**

This Privacy Policy is governed by the laws of Peru, including applicable data protection legislation. For users located in the European Union, applicable GDPR principles will be observed where relevant.