



ZEMLJA VODA ZRAK

PRIVACY POLICY

“Zemlja-Voda-Zrak Ltd.”
Further addressed as »Natural Croatia«

Privacy Policy

Updated May 2018.

****SAVE PAPER - THINK BEFORE YOU PRINT!****



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OVERVIEW

Natural Croatia is committed to protecting your personal information that you share with us. We want you to understand our Privacy Policy and what it means to you, our customer. Please take a moment to review this document. If you do not consent to our use of your information, please do not use any of our services. Any questions you have about our Privacy Policy please do not hesitate to email us at info@naturalcroatia.com

Natural Croatia's Privacy Policy clearly illustrates your personal information we hold, why we collect your information, who we share your information with along with third party cookies, how we protect your personal information and how you can access it.

In all your dealings with us you must ensure that others you represent are aware of the content of our Privacy Policy and consent to your acting on their behalf.

YOUR INFORMATION

Natural Croatia collects your personal information via a number of channels. These channels include newsletter sign up, online general enquiries and bookings. Outlined below is a breakdown of the information we collect from the different channels.

Email Newsletter: When you sign up to our email newsletters on our website, or at a travel show, we ask for your personal information such as your name and email address. If you choose to sign up your information will be held on our protected marketing automation platform. If you would like to unsubscribe you can do so at any point by clicking the "*unsubscribe from this list*" link on any of our emails or by contacting our office. We will not share this data with any third parties.

Online General Enquiry: When you submit your enquiry online, we ask for information such as your name and email address. You are also given the option to join our mailing list through ticking relevant boxes. If you choose to do so, your information will be held on our protected Customer Relationship Management System for ten (10) years. By entering your details in the fields requested, you enable us to provide you with the services you select. We will not subscribe you to our email newsletters unless you specifically opt-in. We will not share this data with any third parties.

Travel Show Enquiry: When you submit your enquiry at a travel show, we ask for information such as your name, email address, number of passengers, private or group travel preference, travel type preference and specific interests. We will be keeping your details for three (3) months whilst we follow up your interests. You are also given the option to join our mailing list through ticking relevant boxes. If you choose to do so your information will be held on our protected Customer Relationship Management System for ten (10) years. By entering your details in the fields requested, you enable us to provide you with the services you select. We will not subscribe you to our email newsletters unless you specifically opt-in. We will not share this data with any third parties.

Bookings: When you book a holiday with Natural Croatia there is a certain amount of information we require to fulfil your adventure. This can include:



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- Your title
- Full name (as printed in passport)
- Your postal address
- Your nationality
- Your passport number
- Passport date of issue (DD/MM/YYYY)
- Passport date of expiration (DD/MM/YYYY)
- Your date of birth (DD/MM/YYYY)
- Your email address
- Your mobile number (contact whilst on trip)
- Your occupation
- Your daytime telephone number
- Any dietary requirements
- Any medical conditions and medicines used
- Your current fitness level and previous activity experience
- Insurance company name
- Insurance policy number
- Insurance emergency contact number
- Emergency contact details including name, telephone number, email and their relationship to you

We keep this information for one (1) year after which it is destroyed, in which case you would have to provide us with your personal information again.

Payment is done either via bank transfer or over the phone with no card details being recorded or stored.

WHY WE COLLECT YOUR INFORMATION

This information is either to provide you with requested services such as email, newsletters, brochures, or to prepare and complete your holiday booking. We also collect information for those applying for employment. Once a position has been filled all remaining resumes are shredded.

HOW WE USE YOUR INFORMATION

Natural Croatia uses your personal information for a number of reasons such as:

- Administrative purposes; this means that Natural Croatia may contact you for reasons related to the service you have requested e.g. extra information required for visas or pre-trip paperwork
- To provide the products and services requested
- To understand your needs as a customer and determine eligibility for a trip
- To provide service and support
- Ensure safety and security of clients
- Comply with laws, regulations etc.
- To analyse and improve the services offered e.g. post trip feedback
- To keep you updated with exciting news, general information and special offers via our email newsletter (which you can unsubscribe from at any time)

If you do not agree to how we use your information as stated above, we cannot engage/do business with you or accept your booking. If you have booked with Natural Croatia we will keep your information on record for seven (7) years after you return home, in case this information needs to be accessed in matters relating to your booking. This information will be deleted after seven (7) years.

WHO WE SHARE YOUR INFORMATION WITH

If booking a holiday with Natural Croatia, sometimes we will need to share your personal information with our suppliers. This information is shared via e-mail securely sent to checked reliable person. The email includes the following information:

- Lead booking name
- Your full name
- Mobile number
- Travel insurance including company name, policy number and insurance emergency number
- Dietary requirements
- Any special arrangements

We request that our partners delete your information upon completion of your trip.

THIRD PARTY COOKIES

In some cases we use “cookies” on our website. The following section details which third party cookies you might encounter through this site.



PRIVACY POLICY

This site uses Google Analytics, which is one of the most widespread and trusted analytics solutions on the web for helping us to better understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visited so we can continue to produce engaging content. For more information on Google Analytics cookies, see the official Google Analytics page.

Third party analytics are used to track and measure usage of this site so we can continue to produce engaging content. These cookies may track things such as how long you spend on the site or pages you visit which helps us to understand how we can improve the site for you. Cookies is used on our website to help us better understand you, our customer and how you navigate our website. The session cookies is stored in temporary memory and is not retained after the browser is closed. Session cookies does not collect any information from your computer. They will typically store information in the form of a session identification that does not personally identify the user.

We also use social media buttons and/or plugins on this site that allow you to connect with your social network in various ways. For these to work the following social media sites including Facebook, Twitter, Instagram, Pinterest and LinkedIn, will set cookies through our site which may be used to enhance your profile on their site or contribute to the data they hold for various purposes outlined in their respective privacy policies.

Third party cookies may be created and/or used on this site by the following services

- Facebook
- Instagram
- Google Analytics

HOW WE PROTECT YOUR PERSONAL INFORMATION

The security and integrity of your personal information is important to us. All information is stored on a protected disks which are only accessed by Natural Croatia's Directors and employees to prevent unauthorised access. Passwords, encryption devices and firewalls protect these databases. Please note that no data transmission over the internet can be guaranteed to be 100% secure. While we take all steps to ensure the safety of your data, we cannot ensure the security of information you transmit to us over the internet.

Access to your personal and private information is limited to authorised employees of Natural Croatia and any of the third party suppliers who require your information to provide the travel or other services you have requested (such as transportation services, hotels, activity providers and our tour guides who deliver the services you purchase through Natural Croatia). We keep our employee and our third party suppliers informed about our policies and procedures and require strict compliance with this policy in order to ensure your information remains protected. Unauthorised access and/or disclosure of client information are strictly prohibited.



CAN I ACCESS MY PERSONAL INFORMATION?

You have the rights to review or verify the personal information you have provided to us, determine to whom your personal information was disclosed and amend or delete any information. To do so, please contact us in writing at the following address, specifying in detail your request (whether to access, amend or delete):

Attention: Data Privacy Officer

Zemlja-Voda-Zrak d.o.o. travel agency

Remete 44d

10 000 ZAGREB

CROATIA

or

Email: info@naturalcroatia.com

Subject to legal restrictions, you can withdraw your consent to our use of your information at any time and with reasonable notice. If you refuse or withdraw your consent for any purpose that is required by us to fulfil our product or service contract with you or the company, we will not be able to provide you, or continue to provide you, with the product or service. In which case, our cancellation terms would be effective.

Natural Croatia will only send you newsletters and other promotional and/or marketing materials if you have opted in to receive them. You can subscribe to receive such materials on our website or by emailing us at info@naturalcroatia.com.

If you are subscribed to our promotional emails, you can unsubscribe from these at any time using the "*unsubscribe from this list*" link in the bottom of each email.

COMPLAINTS

If you have any complaints about Natural Croatia's collection, use, disclosure or dealing with your personal information or if you believe that Natural Croatia is in violation of or have any questions about Natural Croatia's compliance with applicable privacy legislation in relation to your personal information, please send a written letter or an email to Natural Croatia's Data Privacy Officer at info@naturalcroatia.com or to the postal address in the section above.

Natural Croatia takes all complaints regarding your privacy and personal information very seriously. Upon receipt, the privacy officer will review your complaint within 10 business days and will provide a written response to the return address indicated in the complaint. If the response is not satisfactory to you, we invite you to reply to the privacy officer, who will make every endeavour to resolve your concerns.



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In the event you provide us with an opt-out notice, your information will be segregated and not disclosed or used in any manner about which you have objected. However, the personal information we collected may be retained by us if necessary for us to comply with any law or legal directive.

CHANGES TO THIS PRIVACY POLICY

From time to time, it may be necessary for Natural Croatia to amend or make revisions to this privacy policy, these amendments may also apply to your personal information collected under a previous version of this policy. Natural Croatia reserve the rights to change this privacy policy at any time and for any reason. If we make a change to the policy, the revised version will be posted on our website.

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