



PRIVACY POLICY

WHO IS THE RESPONSIBLE PARTY FOR PROCESSING YOUR DATA?

In accordance with the provisions of REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of April 27, 2016 on the protection of natural persons with regard to the processing of personal data and the free movement of these data (RGPD), the user is informed that the personal data you provide us through the website will be incorporated and processed in the files owned by KONTIKI EXPEDITIONS S.L. with address at Calle Orense 36, Madrid, 28020, Spain; with NIF: B88646179, with contact phone: 593 98 4364149 and with Email: info@kontikiexpeditions.com (hereinafter, KONTIKI).

WHAT ARE THE PURPOSES OF THE PROCESSING OF YOUR DATA?

Your data shall be processed for the management of reservations and payments for the services offered by KONTIKI. Through the Chat with us channel, we collect the contact details of users to resolve any type of query or doubt related to the products and services offered by KONTIKI.

In addition, if you have so wished, by checking the box enabled for this purpose, the contact data for the sending of commercial communications from KONTIKI shall be processed. The KONTIKI newsletter regularly reports on the latest offers, discount codes or other opportunities.

Likewise, information shall be obtained about the navigation that the user makes through the cookies used on the website. Cookies can be accepted or rejected and more information about them can be obtained at www.kontikiexpeditions.com/politica-de-cookies/

KONTIKI undertakes to collect the data that is strictly necessary for each of the purposes set forth herein. The user shall be informed, where appropriate, of the obligation to provide certain data. In any event, KONTIKI guarantees the confidentiality and security of the data provided by users through this website.

The contribution of data through the aforementioned channels is voluntary and informed. The user shall be responsible for the veracity of the data provided, with the right to exclude any user who has provided false data from the registered services, without prejudice to other actions that may be in Law being reserved.

WHAT IS THE LEGITIMACY FOR THE PROCESSING OF YOUR DATA?

The legal basis for the processing of your data is the voluntary consent that is requested from the interested party to process the data in accordance with the purposes described in the previous section, as well as for the international transfer of data to Ecuador.

The user may at any time configure and obtain additional information on the cookie policy through the following link www.kontikiexpeditions.com/policy-of-cookies/ and revoke any consent to the use of these.

WHO WILL RECEIVE YOUR DATA?

Personal data shall be communicated to KONTIKI technical service providers who manage the website, reservations and shipments of commercial information, such as IT or IT services companies, communications delivery companies, booking manager, manager of the chat and marketing agencies. These providers will process personal data to the extent necessary to provide their respective services to KONTIKI.

Some of these service providers are based in a non-EU or EEA country, specifically KONTIKI has providers based in the US, such as Jivosite, Inc. 1811 Silverside Road, Wilmington, Delaware, 19810. However, these companies belong to the EU-US Privacy Shield Swiss-US Privacy Shield. KONTIKI works exclusively with companies that offer an adequate level of data protection.

Regarding the use of cookies and their communication to third parties, information can be obtained at www.kontikiexpeditions.com/politica-de-cookies/

EXERCISE OF RIGHTS BY THE USER:

The rights that the user can exercise are:

- 1) **Right of access to the personal data of the interested party.** The interested party can obtain confirmation on whether KONTIKI processes personal data that concerns them.
- 2) **Right of rectification,** that is, the interested party has the right to request rectification of any inaccurate data.
- 3) **Right of deletion,** the interested party may request that their data be deleted without undue delay, amongst others, because these are no longer necessary, consent has been withdrawn, etc.
- 4) **Right to limit the processing of data,** that is, the interested party may request that their personal data not be applied to the processing operations that would correspond in each case.
- 5) **Right of opposition,** if the interested party opposes the processing, KONTIKI shall stop processing their data, except for compelling legitimate reasons or the exercise or defense of possible claims.
- 6) **Right to data portability,** by which the interested parties may request from KONTIKI the structured download of their data or the transmission thereof directly to a third entity, if technically possible.

The user may exercise their rights by request through the email address digital@kontikiexpeditions.com accompanying in any event, a copy of their national identity card, passport or other valid document that identifies them. In the event of any questions about this Privacy Policy, please contact us by sending an email to info@kontikiexpeditions.com

SECURITY MEASURES

KONTIKI shall treat all the data under the strictest confidentiality, applying the security, technical and organizational measures that correspond according to the applicable legislation.

KONTIKI maintains the personal data protection security levels in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council dated April 27, 2016, regarding the protection of individuals with regards to personal data processing and free circulation of this data and has established all the technical means at its disposal to prevent the loss, misuse, alteration, unauthorized access and theft of data that the user provides through the website, being informed without prejudice that Internet security measures are not impregnable.

KONTIKI undertakes to comply with the duty of secrecy and confidentiality regarding personal data processed in accordance with applicable legislation.

AUTOMATED DECISIONS AND PROFILING

By simply accessing the website, users are informed that no automated decisions shall be made, nor shall profiles be created.

HOW LONG WILL WE KEEP YOUR DATA FOR?

The personal data obtained for the management of the reservations of the products offered by KONTIKI shall be kept until legal obligations are derived by KONTIKI in relation to its management. The data obtained through the Chat with us channel shall be kept for a period of 6 months, unless the management of the consultation requires a longer retention period or the applicable laws require longer retention periods in particular cases. In any event, the management initiated through said channel shall be considered closed if the circumstances indicate that all the relevant facts have been clarified or if the user requests the deletion of their data.

The personal data provided for the purpose of sending commercial communications from KONTIKI, shall be kept until the request to unsubscribe from the service by the interested party through the procedure detailed in the section "Exercise of rights by the User". Likewise and in each commercial communication received, the user may unsubscribe from such communications in the unsubscribe section.

More information regarding the conservation of the data provided through the use of cookies can be obtained at www.kontikiexpeditions.com/politica-de-cookies/

HOW HAVE WE OBTAINED YOUR DATA?

The data processed by KONTIKI is that which the user has voluntarily provided through the completion of the channels enabled on the website or through the cookies previously used and accepted by the user.

WHAT CATEGORY OF DATA IS PROCESSED?

The categories of data that are processed for making reservations at KONTIKI are the name and surname, address, email, age, telephone number and passport of the interested party.

The categories of data that are processed through the Chat with us channel are name, email and telephone, text message and those specific details about the query made.

Likewise, to send commercial communications from KONTIKI, the email address provided by the interested party shall be used.

In addition, and through cookies, the IP address, type of browser and version used, operating system and the date and time of contact shall also be automatically stored on our servers. Likewise, and through cookies, information will be collected about the user's visit to this website and the use of its services and content by the user.

RIGHT TO FILE A CLAIM WITH THE CONTROL AUTHORITIES

If you reside in the EU, the interested parties are informed of the possibility of contacting the competent Control Authority in relation to any incident regarding the processing of their data, especially when they have not obtained satisfaction in the exercise of their rights.