



DISCLAIMER

Sapa Pana Travel is founded in The Netherlands in 2003 (company registration (K.v.K.) number 17152749). At Sapa Pana Travel we are very serious about protecting your privacy. Your trust is our most important asset. This disclaimer explains how Sapa Pana Travel may collect information from you via our website and how that information may be used subsequently. If you have any queries in relation to this disclaimer, please contact info@sapapanatravel.nl

By browsing and using our website you agree to this policy governing your use of the website. If you do not accept this policy, you should not use our website.

This policy applies only to this website and not to other websites to which we provide links. We also enter into agreements with commercial partners whose websites may be co-branded or framed by us and which you may visit directly through our website. These websites are not subject to our privacy policy. You are advised to read the privacy policy of such other websites.

We may change our disclaimer from time to time without notification and you should regularly review this when you visit our site.

Collection of information

In order to provide the services you want, and to allow you to experience a more personalised service when you revisit us, we may ask about your interests. We find these out by asking you, by reading your comments and by looking at which are the most popular areas of our site.

Collection of personal information

We will only collect personal information from you (such as name, address, telephone number, email address etc) which you have provided voluntarily to us either by completing registration or enquiry forms or sending emails to us. Please do not submit your personal data to us if you do not wish us to collect it. Examples of where we may collect your personal information include (without limitation):

If you order a brochure or newsletter we ask for your name, address and e-mail address. This is so we can effectively mail out the requested items.

If you submit a holiday enquiry we ask for your name, telephone number and e-mail address. This is so we can effectively return the requested information to you.

If you enter a contest or promotion we ask for your name, address and e-mail address. This is so we can run the contest effectively and let you know if you have won.

If you order a product or service from us we may ask for information including your name, e-mail address, delivery and billing address, credit or debit card number and expirydate. Sometimes we may ask for your telephone number to be forwarded to the couriers who may deliver your order. These details allow us to process your orders efficiently.

If you use our "Call Back" service, we ask for your name and telephone number in order to be able to respond to you effectively.

If you submit a CV to us using our Employment link, we ask for your name and email address in order to effectively respond to your application. If you submit feedback to us through our Feedback service



Collection of other information

In addition to asking you to submit personal information, we may collect information about you automatically when you visit the site. The collection of information may involve the use of cookies and web beacons. A web beacon is a small graphic image placed on a web page that is designed to allow us to monitor visitors to our site. A cookie is small text file that is placed on your computer's hard drive by your web browser when you first visit our site. The cookie allows us to identify your computer and find out details about your last visit. Most internet browsers accept cookies automatically, but usually you can alter the settings of your browser to erase cookies or prevent automatic acceptance if you prefer. If you choose not to receive our cookies, we cannot guarantee that your experience with our website will be as quick or responsive as if you do receive cookies.

The information collected by cookies and web beacons is not personally identifiable, it includes general information about your computer settings, your connection to the internet e.g. operating system and platforms, IP address, your browsing patterns and timings of browsing on our website and your geographical location.

Use of your information

You agree that we may obtain, hold, correlate, merge and use your information (including personal information) for the purpose of providing you with our services and ancillary services and for our internal business purposes. These include (without limitation):

Personalising your visits to the site and developing the design and style of the site to improve our services to you;

To inform you about the latest changes to our website, or products, services or promotional offers that you might find interesting;

Communication (and personalising such communication) with you from Sapa Pana Travel, and from other reputable and trustworthy third parties (if you have agreed to such);

Informing you if you have been successful in any of the competitions or promotions; compiling customer reviews.

For market research purposes;

To prevent you from posting illegal, offensive or objectionable comments on our sites;

To enable third parties to carry out statistical analyses, technical, logistical or other functions on our behalf including determining behavioural preferences to manage online advertising;

For strategic development;

For any purpose required by law or regulation; and for accounting purposes.



Sharing Information

We may disclose your information to any company within the Sapa Pana Travel group of companies by means of a centralised database to which all companies have access or by means of a direct transfer of data from one office to another.

We may provide third parties, at our discretion, with certain aggregate statistical data about your use of our websites, which data may include demographic data such as age range and/or geographic location of groups of user. It will not include information that could personally identify you.

With your consent, we may supply personal information to third parties.

We reserve the right to access and to disclose personal information to comply with applicable laws and lawful government requests or requests by applicable regulatory bodies, to operate our systems properly or to protect either ourselves or our other users.

We may transfer, sell or assign any of the information described in this policy to third parties as a result of a sale, merger, consolidation, change of control, transfer of assets or reorganisation of Sapa Pana Travel.

You consent to the transfer of your personal information outside of the European Economic Area (which may not provide the same protection for such information as the Netherlands provides) in the event that the processing of your information involves such a transfer.

Monitoring emails

We may monitor and keep records of email communications which you send to us and other communications with you in accordance with this policy and our other business interests.

Safeguards and Security

No data transmission over the internet can be entirely secure, and therefore we cannot guarantee the security of your personal information and/or use of our sites. However we use our reasonable endeavours to protect the security of your personal information from unauthorised access.

In addition to our safeguards your personal information is protected in the UK by the Data Protection Act. This provides that the information which we hold about you should be processed fairly and lawfully and should be accurate, relevant and not excessive. The information should, where necessary, be kept up to date and not retained for longer than is necessary. Please help us to keep your personal information accurate by updating your registration details on the website.

Changing or accessing your information

Should your personal information change (e.g. your postcode), or if you no longer wish to receive newsletters or services you have signed up for, or if you wish to review or receive copies of the personal information we hold about you, or have any other queries please email info@sapapanatravel.nl including full details of your request.