

Effective Date: April 10th 2023

Protecting your privacy is important to us at Galapagos Explorer. This privacy policy outlines how we collect, use, disclose, and safeguard your personal information when you use our website and services. By accessing or using our platform, you agree to the terms of this privacy policy.

1. Information We Collect

1.1 Personal Information: When you register an account or make a booking on Galapagos Explorer, we may collect personal information such as your name, email address, phone number, and payment details.

1.2 Usage Data: We may also collect information about your interactions with our platform, including your browsing activity, IP address, device information, and location data.

2. How We Use Your Information

2.1 Service Provision: We use your personal information to provide our services, process bookings, communicate with you, and facilitate transactions.

2.2 Improvement of Services: We may use aggregated data to analyze trends, improve our website and services, and enhance user experience.

2.3 Marketing: With your consent, we may send promotional emails or newsletters about special offers, new features, or other information we think you may find interesting.

3. Information Sharing

3.1 Service Providers: We may share your personal information with third-party service providers who assist us in operating our platform, conducting our business, or servicing you.

3.2 Legal Compliance: We may disclose your information if required by law or in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

4. Data Security

4.1 Security Measures: We implement appropriate technical and organizational measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction.

4.2 Data Retention: We retain your personal information for as long as necessary to fulfill the purposes outlined in this privacy policy, unless a longer retention period is required or permitted by law.

5. Your Rights

5.1 Access and Correction: You have the right to access, correct, or update your personal information at any time by logging into your account settings or contacting us directly.

5.2 Opt-Out: You may opt out of receiving promotional emails from us by following the unsubscribe instructions provided in the email or by contacting us directly.

6. Children's Privacy

Our platform is not intended for children under the age of 13, and we do not knowingly collect personal information from children. If you believe that we may have collected personal information from a child without parental consent, please contact us immediately so that we can take appropriate action.

7. Changes to This Privacy Policy

We reserve the right to update or change this privacy policy at any time. Any changes will be effective immediately upon posting on our website. We encourage you to review this privacy policy periodically for any updates.

8. Representation

Galapagos Explorer is committed to ensuring diversity and representation in our platform's content, including imagery, language, and promotional materials. We strive to depict a wide range of cultures, ethnicities, genders, and abilities to reflect the diverse global community we serve.

9. Non-Discrimination Policy

9.1 No Racism: Galapagos Explorer is committed to providing an inclusive and welcoming environment for all individuals, regardless of race, ethnicity, nationality, or cultural background. We do not tolerate any form of racism or discrimination on our platform.

9.2 Gender Equality: We promote gender equality and strive to create a work environment where all genders are respected and valued equally. We do not discriminate based on gender identity or expression in any aspect of our operations.

9.3 Sexual Orientation Equality: Galapagos Explorer is an LGBTQ+-friendly platform. We support and celebrate diversity in sexual orientation and ensure that all individuals, regardless of sexual orientation, are treated with dignity and respect.

10. Accessibility

10.1 Accessibility Compliance: We are committed to making our platform accessible to users of all abilities. We strive to comply with accessibility standards and welcome feedback on how we can improve accessibility for all users.

10.2 Assistance: If you require assistance or accommodations to access our platform, please contact us, and we will do our best to assist you.

11. Confidentiality

11.1 Confidentiality of Information: We respect the confidentiality of your personal information and will only use it for the purposes outlined in this privacy policy. We do not sell, rent, or lease your personal information to third parties.

11.2 Secure Communication: We use encryption and other security measures to protect your personal information during transmission. However, please be aware that no method of transmission over the internet or electronic storage is 100% secure.

12. Community Guidelines

12.1 Respectful Behavior: We expect all users to engage in respectful and constructive behavior when interacting with others on our platform. Harassment, hate speech, or any form of abusive conduct will not be tolerated.

12.2 Moderation: We reserve the right to moderate content and remove any material that violates our community guidelines or terms of service.

13. Transparency

13.1 Transparency in Data Practices: We are transparent about our data practices and provide clear information about how we collect, use, and protect your personal information. If you have any questions or concerns about our data practices, please contact us.

14. Training and Awareness

14.1 Training Programs: We provide training to our staff on diversity, inclusion, and non-discrimination to ensure they are aware of and understand our policies and values.

15. Accountability

15.1 Accountability: We hold ourselves accountable for upholding our commitment to equality and non-discrimination. If you believe that we have not met our obligations under this policy, please contact us so that we can address your concerns.

16. Continuous Improvement

16.1 Feedback and Improvement: We welcome feedback from our users on how we can improve our platform and policies to better promote equality and non-discrimination.

17. Compliance with Laws

17.1 Legal Compliance: We comply with all applicable laws and regulations related to equality, non-discrimination, and privacy.