

PRIVACY POLICY

This Privacy Policy applies to all data subjects whose personal data is collected and processed in accordance with the requirements of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (hereinafter the Regulation), the Act on the Implementation of General Data Protection Regulation and other applicable laws of the Republic of Croatia by ZANTIUM TRAVEL d.o.o. Zagreb, R.F. Mihanovića 9, PIN: 49559663512 (hereinafter: the Controller).

Publishing this statement ensures all the data subjects whose data we collect shall have access to it, even before we collect the data. We shall thereby obtain valid legal consent for the collection and processing of your personal data from you as a data subject.

WHO ARE WE?

We are a travel agency that provides tourist services in nautical tourism, active and adventure tourism, and other types of tourism.

There are several ways you can contact us:

By sending an e-mail to **office@zantium-travel.com**,

By telephone at **+385 1 2231 000**,

By sending mail to the following address: **ZANTIUM TRAVEL d.o.o., R.F. Mihanovića 9, 10000 Zagreb.**

WHAT IS PERSONAL DATA AND WHAT PERSONAL DATA DO WE COLLECT?

Personal data means any information relating to an identified or identifiable natural person (data subject), or a natural person who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

We need to collect certain personal information to provide our services. We undertake to collect only data that is necessary for the fulfilment of those purposes while not undermining your privacy. If we use the data for marketing or other purposes that do not have a legal basis or do not constitute our legitimate interest, we shall ask for your additional written consent.

Depending on the manner and reason you contact us, we may collect the following data:

- Name and surname,
- Address,
- Personal identification number,
- E-mail address,

- Year of birth (so that we know whether you are over 16 years of age and thus legally capable of giving consent to the processing of personal data or we need the consent of the holder of parental responsibility),
- Gender,
- Mobile device number or landline number,
- Identity card data (address and country of residence, identity card number),
- Passport number,
- Details of the bank account and the card number for the purpose of regulating the obligation to pay,
- Driving licence number,
- IP address.

HOW DO WE COLLECT YOUR DATA?

We shall obtain the data necessary to provide the requested service either directly from you or another source.

From our business partners—information that you have provided to our business partners for the realisation of travel (from third parties who enter into a contract with us for the purpose of using our services on your behalf).

Automatically—by visiting our website, in which case we are referring to data associated with network identifiers (Internet protocol addresses and cookie identifiers, such as Google Analytics, for tracking user and/or customer interaction).

PURPOSE OF COLLECTING YOUR PERSONAL DATA

We collect personal data to provide, maintain, protect, and improve our services related to the purchase of certain products, to understand how users and/or customers use the provided services and the Company's website, and to fulfil the Company's contractual obligations. The Company collects such data based on the consent you have given for a specific purpose, which you may withdraw at any time, or on a statutory or contractual basis, i.e., a legitimate interest of our company as the Controller.

Consent

The basis for the collection of your data, which reflects your informed and unambiguous consent, i.e., an affirmative statement consenting to process your personal data for a specific purpose. In the same way that you have given your consent, you have the right to withdraw it.

Performance of contractual obligations

We collect and process your personal data for the purpose of concluding and performing a contract. In case you refuse to provide certain data, we would not be able to conclude a contract with you or take certain actions related to the contract. The type of data depends on the service you requested.

Legal basis for processing personal data

We need your identification, contact information and personal data to conclude a contract pursuant to the Act on the Provision of Tourism Services, comply with our legal obligations, protect your interests, and issue invoices.

Direct Marketing

We may use your contact information to send advertising notices about our services based on your consent or the grounds of legitimate interest. However, you shall be entitled to request the cessation of such notices and material at any time.

WHAT ARE YOUR RIGHTS AS OWNERS OF PERSONAL DATA?

- Right of access—you have the right to request a copy of all your data processed by the Controller.
- Right to rectification—you have the right to request rectification of your data processed by the Controller if the data is incorrect.
- Right to erasure—in certain circumstances you may request the erasure of your data from the data records of the Controller.
- Right to restriction of processing—when certain conditions are used in the processing of your data, you have the right to restrict such processing.
- Right to data portability—you may transmit the data processed by the Controller to another organisation.
- Right to object—you have the right to object to certain types of processing of your personal data (e.g., direct marketing)
- Right to refuse automated processing of data, including profiling—you may oppose the legal effects of the automated processing of your personal data.
- Right to court proceedings—If the Controller refuses to comply with the right of access, he shall provide a reason for refusing. You may lodge a complaint as stated in point 3.f. of the following text.

HOW LONG DO WE KEEP YOUR DATA?

Depending on the purpose and legal basis on which we had collected your data, in certain cases, we are obliged to keep your data for as long as proscribed by relevant laws and regulations, while in other we delete your data upon termination of the purpose for which the data had been collected.

If we have collected your data based on your consent and/or our legitimate interest, the data will be kept until the consent is withdrawn or 3 years from the date of collection, whichever occurs first.

WHEN DO WE TRANSMIT YOUR DATA TO THIRD PARTIES?

In certain cases, we transmit your data to third parties, i.e., our business partners—travel agencies, competent authorities. This happens in the following cases—if you have consented to this, to fulfil a contractual obligation towards you, to fulfil our legal obligations and if the processing is necessary to protect your key interests.

COOKIES

Cookies are text files that the server places on your computer to remember your activities and settings for the next time you visit the same page. Cookies allow users to customise and adjust the settings of the website for a more user-friendly experience. Cookies show us which parts of our website each user visits, help us measure the effectiveness of ads, and give us insights into user behaviour so we can improve our website.

The cookies used by the website are associated only with an anonymous user and do not themselves provide the user's personal data.

By using our website, you agree to the installation and use of our cookies in line with our cookie policies from this policy. You can change the settings of your internet browser at any time so that cookies are completely or partially disabled. Instructions can be found at <http://www.allaboutcookies.org/manage-cookies/>. If you withhold consent or if you choose to disable or limit the cookies you shall still be able to browse our website, but you may not be able to use all the functionalities of our site.

STILL HAVE QUESTIONS?

Should you have any questions related to the protection and processing of your personal data, there are several ways you may contact us:

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