

## HourAway Privacy Policy

HourAway, operated by Nejc Peternelj s.p., values your privacy and is committed to protecting your personal data. This Privacy Policy outlines how we collect, use, and safeguard your personal information in compliance with the General Data Protection Regulation (GDPR). We are dedicated to ensuring the security and confidentiality of your personal data.

### Data Collection

We collect personal data through various means, including when you fill out forms, book tours, make inquiries via email, social media, phone, or other channels, as well as when you purchase our products. Additionally, we gather data when you interact with our website. Some data may also be obtained from third parties, such as partners, agencies, payment processors, advertisers, and analytics providers.

The data collected may include, but is not limited to:

- Personal information: name, email address, physical address, phone number, credit card details, language preferences, company name (if applicable), Chamber of Commerce number (if applicable), VAT number (if applicable), age, height (for bike sizing), dietary preferences (for special meal requests), and other relevant data.

### Data Usage

We use the collected data for the following purposes:

a. Data Usage: We may process information about your use of our website and services, including IP address, browser type, operating system, geographical location, page views, website navigation paths, and usage patterns. This data helps us analyze website usage, deliver relevant content, and improve our services.

b. Customer Data: We use customer data to provide products, services, and fulfill travel or tour agreements. Your consent is obtained before processing this data, and it may be used for future marketing and communication based on your preferences.

c. User Data: When you subscribe to our email notifications, newsletters, or provide communication data, we process this information to effectively deliver marketing content, whether through our website, email, or other means.

### Third Parties

We do not share your data with unrelated third parties. However, relevant partners involved in delivering our services may receive necessary data, including third parties handling tour arrangements, payment processors, marketing and administrative providers, and business advisors. If we sell or transfer parts of our company, the buyer will receive relevant data. All third parties are bound by GDPR regulations to ensure data security and privacy.

Personal data is shared with third parties only through processing agreements and with your written consent unless required by law.

## **Minors**

We do not process personal data of minors (under 16 years old) without the written consent of a parent, legal guardian, or legal representative.

## **Data Retention**

We retain personal data for as long as necessary to fulfill its purpose or comply with legal or accounting requirements. Data may be retained anonymously for research purposes. If you wish to delete your data or withdraw your consent, please contact us.

## **Data Security and Breach Response**

We have implemented security measures to protect your data against unlawful processing, unauthorized access, misuse, or disclosure. In the event of a data breach, we have procedures to identify, assess, and report the breach as required by law.

\*Please note that while we take precautions, your voluntarily shared information could be accessed or tampered with by unauthorized third parties, and we cannot be held responsible for such actions. Notify us of any security breaches or unauthorized use of your information.

## **Changes to this Privacy Policy**

We reserve the right to update or modify our Privacy Policy. You will be notified of material changes via email or prominent notices on our website.

## **Your Rights to Privacy**

Under data protection laws, you have various rights, including access, correction, restriction, erasure, and objection to the use and processing of your personal data. You can also request data portability and withdraw consent where applicable.

## **Complaints**

If you have concerns about the processing of your personal data, please contact us immediately, and we will work to resolve the issue. You also have the right to lodge a complaint with the relevant data protection supervisory authority in Slovenia.

For any questions or concerns about this Privacy Policy, please contact us at:

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