On data protection

Our principles:

• At Adventure in Costa Rica, we protect our clients' private information considering it as the customers' intangible property.
• International entities such as the European Union have established specific regulations on data protection, GDPR.

Our specific actions:

• Adventure in Costa Rica ensures a wise use of the personal information already gathered in its database, regardless of its origin. Any information use is suggested considering customer satisfaction increase and ensuring a lean operation.
• Adventure in Costa Rica is aware that e-mail accounts are personal information. However, in our business this information is not sensitive. Thus, unless we have another requirement from the data owner, we will include this kind of information in our data base for automatic distribution newsletters. If the data owner requires so, we will immediately erase this information from our database and will not be contacted in further occasions.
• All of our newsletters include a link in which any data owner can request their data to be erased automatically.
• Adventure in Costa Rica uses Tourplan software to prepare quotes and reservations. Any data owner can request a report on which quotes have been done on their behalf and using their information, which will be delivered in a computer legible format. For these purposes, we offer the e-mail info@adventureincostarica.com.
• The only personal information of tourist that is regularly shared with our suppliers is their names and nationalities. This is aimed to ensure the reservations are made correctly, and they will be attended in a language of their preference – when possible – and respectfully considering the protocols of their country of origin. Any of this information is to be revealed outside that relationship. Suppliers are responsible for the strictest protocol for this information.
• Considering Costa Rican tax regulations, Adventure in Costa Rica is not allowed to erase information on operated itineraries until 5 years after the last transaction related to the booking.
• We will not reveal any specific information about the commercial relationship with other wholesaler agency / tour operator, such as sales volume or profits.