

1. General

The permanent protection of your personal data (such as name, country, e-mail address, telephone number) is particularly important to us (Packrafting Tours, Christoph Marx & Inga Stark GbR, in the following „PT“). They are processed by us only in accordance with the provisions of the European data protection law (based on the General Data Protection Regulation, GDPR). The following regulations inform you about the nature, scope and purpose of the collection, processing and use of personal data. This Privacy Policy applies only to our services and our websites. If you are forwarded to other pages via links, please inform yourself there about the respective handling of your data.

Responsible body in the sense of the GDPR for the collection, processing and use of your data is PT insofar as no other responsibilities are pointed out in detail.

Packrafting Tours, Christoph Marx & Inga Stark GbR

Fröbelstraße 9

30938 Burgwedel

Telephone: +49 (0) 151 / 41656330

E-Mail: contact@packrafting-tours.com

2. Principle, Consent, Revocation

To participate in our services, it is essential that certain personal information be collected, processed and used by us. This includes health data that represents special personal data in the sense of § 9 Abs. 1 GDPR.

The purpose of any collection, processing and use of your personal data is the website, as well as making the services on it accessible and usable to you, to process the payment, to communicate with you about services and marketing offerings, to update our records and to maintain your customer information.

A collection, processing or use for other purposes or a transfer to third parties, unless expressly stated in this Privacy Policy, will not take place without your expressed consent.

By agreeing to this Privacy Statement, you agree that PT will process and use the information you provide as part of personal information collected, including health information, in the manner described below.

Once you have given your consent to the processing of your personal data, you can revoke it at any time without any additional obligations or negative consequences for you. A use of our services is not possible without the consent.

3. Data collection and type of data

3.1 Data collection

Website

You can aPTys visit our websites without giving any personal information.

E-Mail

You can also contact us by mail and make booking inquiries. We point out that the unencrypted data transfer via e-mail can have security gaps.

3.2 Type of data

Booking inquiries and bookings

To process a booking request for our tours, we require the following data from you:

First and Last Name

E-mail address

Address (street, house number, zip code and city)

Telephone number (only for questions)

The data provided by you we use without your separate consent exclusively for the fulfillment and processing of your bookings. If no booking is made, any personal data collected may be deleted. Only when a booking is made will the above data be transferred to our customer database where it will be stored for communication, billing and marketing purposes. The data collected will be retained for as long as necessary to provide our services (including information about personalized offers, see below), to comply with legal obligations, to settle disputes or to enforce agreements. This also includes that we draw your attention to special offers that are right for you via e-mail. If you do not want to receive personalized offers, you can object to this use at any time by responding to such an email with a note.

Health data

For certain tours, all tour participants must complete a questionnaire in advance of the tour, which should clarify health risks. The information given there will be used to test the ability of the tour participants to participate in the tour, and if there are any risks, the guides will be informed of these risks for the tour. The data is archived for 10 years to defend any claim by the declarant in paper form.

4. Website usage data and cookies

Cookies

To optimize our website, we use cookies. These are small text files that allow us to store specific information about you as a visitor to our website on your PC or other device. Cookies help us, for example, to increase security, to determine the frequency of use and the number of visitors to our website, to analyze the usage behavior on our website and thereby to assess the advertising effectiveness.

Session cookies: We use so-called "session cookies", with which you can be identified during the duration of your visit. These cookies expire automatically after the end of your session on our website.

Persistent cookies: We also use persistent cookies. This allows us to record information about visitors who repeatedly access our website. By using such cookies, we can continuously improve our products and services for you. These persistent cookies do not contain any personal information. The data stored in the cookies will never be merged with your personal information.

Right of objection: You can prevent the use of cookies and thus object to the creation of user profiles by deactivating the storage of cookies in your browser, restricting them to certain websites or setting your browser to notify them as soon as a cookie is sent. You can also delete cookies from your PC hard drive at any time. Please note, however, that the use of our website is limited if cookies are rejected.

Logfiles

With every page view, access data is stored in a log file, the server log. The saved data set contains the following data:

The date, the time on which file was accessed, the status, the request your browser made to the server, the amount of data transferred and the website from which you came to the requested page (referrer), and the Product and version information of the browser used, your operating system and country of origin.

Users' IP addresses will not be saved after the visit to our website has ended, but will be deleted or anonymised subject to any statutory retention requirements after the end of the use. In the case of anonymization, the IP addresses are changed in such a way that the details of personal or factual circumstances can no longer be assigned to a specific or identifiable natural person, or only with a disproportionate amount of time, cost and manpower.

The logging data (logs) use anonymized, that is without assignment or references to your person, for statistical evaluations, for example, for To find out on which days and at which times the offers of our web pages are particularly popular and how much data volume is generated on our web pages. In addition, the log files allow us to detect errors, if necessary, e.g. broken links or program errors. So we can use the log files for the further development of our web pages. At no time do we link the page views and uses stored in the server log with individual persons. We reserve the right to use data from log files if there is a suspicion on certain facts that users are using our websites and / or our services in breach of law or in breach of contract.

YouTube-Videos

We embed videos on YouTube through YouTube, a service of YouTube, LLC, 901 Cherry Ave., San Bruno, CA 94066, USA ("YouTube").

When you visit a web page of our website that incorporates such a video and you click on the preview-image of the video, your browser establishes a direct connection to the servers of YouTube. The content of the video is then transmitted directly from YouTube to your browser and incorporated by the latter into the website. According to YouTube, data about you will be sent to YouTube as soon as you click on a video to watch. We have no direct influence on the amount and use of data that YouTube may collect. For information on the purpose and scope of the data collection and the further processing and use of the data by YouTube as well as your rights and settings options for the protection of your privacy, please refer to YouTube's Privacy Policy: https://www.youtube.com/static?&template=privacy_guidelines (Link to external Providers).

If you do not want YouTube to collect data about you, do not click on the embedded videos.

If you have a YouTube account and you do not want YouTube to collect data about you through our website and link it to your membership data stored on YouTube, you must log out of YouTube prior to visiting our website.

5. Right to information, data deletion, opposition and right of appeal

You may at any time in accordance with §§ 15, 16 and 17 GDPR retrieve information from us about the personal data stored on your person or the correction or deletion of your data. This can be done via an information, correction or cancellation request (by letter with signature and identity card copy) to PT:

Packrafting Tours, Christoph Marx & Inga Stark GbR

Fröbelstraße 9

30938 Burgwedel

Your identity card copy will only be used to verify your identity and then destroyed immediately. You can blacken unwanted data such as your picture or eye color in the sent identity card copy. After expiry of the legal retention periods, the complete deletion of the data takes place.

Should you be of the opinion that we process your data in an unlawful form, we inform you that you can complain under §77 GDPR with the following supervisory authority:

The State Commissioner for Data Protection and Freedom of Information Lower Saxony

Prinzenstraße 5

30159 Hannover

6. Changes

Due to the further development of our offers or due to technical changes, an adaptation of this privacy policy may become necessary. PT therefore reserves the right to change the privacy policy at any time without giving any reason.

PT will notify you of the changed Privacy Policy by e-mail or otherwise by no later than four weeks prior to its coming into effect.

If you do not agree to the validity of the amended Privacy Policy within four weeks of receiving notice of change to this Privacy Policy, the amended Privacy Policy shall be deemed to be unacceptable to you. In this case, your further participation in the offers of PT is no longer possible.

7. Language

This English version of the German Datenschutzerklärung is only a non-binding translation. In case of deviations between the German and the English Version the German version shall prevail. The German version can be found under

https://packrafting-tours.de/images/Texte/Datenschutzerklaerung_Haftungsausschluss.pdf