



Privacy Policy

Effective date: 19 August 2024

1) Overview

Get On A Boat Vanuatu LTD (Sailing Vanuatu) ("we", "us", "our") respects your privacy. This Privacy Policy explains how we collect, use, store, and share personal information when you visit our website, contact us, or book a tour.

This policy is written for general information and is intended to be clear and practical. If you have questions, contact us using the details above.

2) What personal information we collect

Depending on how you interact with us, we may collect:

- **Contact details:** name, email address, phone number
- **Booking details:** tour date/time, number of guests, special requests, accommodation/pick-up details (if applicable)
- **Payment information:** payment status and transaction references (note: card details are typically handled by our payment provider and are not stored by us)
- **Waiver / safety information:** information you provide in our waiver or safety forms (for example, medical conditions relevant to participation)
- **Communications:** messages you send us by email, social media, WhatsApp, phone, or website forms
- **Website usage data:** basic technical data such as IP address, browser type, device information, pages visited, and approximate location (often collected via cookies/analytics)
- **Photos/videos:** if you choose to share content with us or consent to being photographed/filmed on tour

3) How we collect information

We collect personal information when you:

- Make a booking or enquiry
- Fill out a form (including waivers)
- Subscribe to updates (if offered)
- Communicate with us via email, phone, messaging apps, or social media
- Use our website (including via cookies and similar technologies)

4) How we use your information

We use personal information to:

- **Process and manage bookings** and provide the services you request

- **Communicate with you** about your booking, changes, safety information, and customer support
- **Meet safety and operational requirements**, including verifying waiver completion
- **Process payments** and manage accounting/administration
- **Improve our website and services**, including understanding what content is helpful
- **Marketing (where permitted)**: share updates or offers (you can opt out at any time)
- **Comply with legal obligations** and respond to lawful requests

5) Legal basis / consent (plain-English)

Where required, we rely on one or more of the following:

- You **requested a service** (booking/enquiry)
- You **consented** (for example, marketing emails or use of images)
- We have a **legitimate business reason** (for example, customer support, fraud prevention)
- We must **comply with law** (for example, record keeping)

6) Who we share information with

We do not sell your personal information.

We may share information with trusted providers only as needed to run our business, such as:

- **Booking and tour platforms** (e.g., if you book via a third party)
- **Payment processors** to take payments securely
- **Website hosting and analytics providers**
- **Email and communications tools**
- **Professional advisers** (accountants, legal advisers) where necessary

We may also share information if required to comply with law, enforce our terms, or protect the rights and safety of guests, staff, and the public.

7) International transfers

Some of our service providers may store or process data outside Vanuatu (for example, in Australia, New Zealand, the United States, or other countries). When we use these providers, we take reasonable steps to work with reputable services and protect your information.

8) Cookies and analytics

Our website may use cookies (small files stored on your device) and similar technologies to:

- Keep the site working properly
- Remember preferences
- Understand how visitors use the site

You can usually control cookies through your browser settings. Disabling cookies may affect website functionality.

9) Photos and video on tours

We may take photos or videos during tours for memories and marketing.

- Where practical, we will seek **consent** before using identifiable images of you for promotional purposes.
- If you do not want to be photographed/filmed, please tell a crew member at the start of the tour.
- You can also contact us later to request removal of an image from our channels where reasonably possible.

10) Data retention

We keep personal information only as long as necessary for:

- Providing services and managing bookings
- Safety and incident management
- Legal, tax, and accounting requirements

When information is no longer needed, we take reasonable steps to delete or de-identify it.

11) How we protect your information

We take reasonable administrative and technical measures to protect personal information from loss, misuse, and unauthorised access. No method of transmission or storage is 100% secure, but we work to protect your data.

12) Your choices and rights

You can:

- Request access to the personal information we hold about you
- Ask us to correct inaccurate information
- Ask us to delete information where appropriate
- Opt out of marketing communications at any time

To make a request, contact **info@sailingvanuatu.com**.

13) Third-party links

Our website may contain links to third-party sites (for example, TripAdvisor/Viator, GetYourGuide, social media). We are not responsible for the privacy practices of those sites. Please review their policies directly.

14) Children's privacy

Our services are not directed to children online. If a child's information is provided to us as part of a family booking, we use it only for booking and safety purposes.

15) Changes to this policy

We may update this Privacy Policy from time to time. The latest version will be posted on our website with the effective date above.