

PRIVACY

At 'Nature & Terroir', we respect your privacy. We pay a lot of attention to the processing of your valued personal data, and make sure that we do so in full respect of the prevailing legislation.

1. Collection of Data

We collect personal data when you book on a tour or other activity with us, when you subscribe to our newsletter, when you order our travel catalogue (online, by e-mail, during an event, on our Facebook page,...), when you participate to promotional actions or when you request any kind of service. Depending on the kind of service requested by you, we may collect different kinds of personal data such as your first name, family name, e-mail address details, telephone contact number, postage address, date of birth... When you book on a specific tour or activity, we may also ask for more personal data (ID number, passport number, credit card number, travel licence number...) which are necessary to process your request.

2. Use of Data

All personal data collected from you may be used to: • React to your request and process it • Send you or yearly travel catalogue or other promotional documents • Inform you about our activities, promotional offers, news, among others through our newsletter • Personalize your experience and satisfy your individual needs • Improve the efficiency of our website • Improve our customer service as well as the way we handle your request • Contact you per e-mail • Manage a competition action, a promotional offer, a survey...

3. Confidentiality and Disclosure of Data to Third Parties

We remain the sole owners of the data collected. Your personal data will never be sold, exchanged, transferred or provided to third parties for commercial purposes. We solely communicate your data to third parties or providers of services when this appears necessary to process your request. We feel that it can prove necessary to share such data within the framework of investigations, or in order to prevent illegal activities, suspected fraudulent actions, or situations that may potentially put the physical safety of any person at risk, contravene our conditions of use, or when we are requested to do so by law.

4. Protection of Data

We implement different measures aimed at safeguarding the security of your personal data. Our staff members in charge of specific activities (such as invoicing) are the only ones to access your personal data. The computers and servers we use to store personal data are kept in a secured environment. Do we use cookies? Yes, we do. Our cookies improve access to our website and enable us to identify our regular visitors. Moreover, they improve your user's experience thanks to the follow-up of your specific points of interest. However, the use of cookies is in no way linked to personal data that can be identified on our website.

5. Your Legal Rights

At any time, you have the full legal right to freely gain access to your personal data, to rectify data or to waive opposition. You only need to send us a request by e-mail or ordinary mail, together with a copy of your identity card. We will satisfy your request according to the deadline as specified in the legislation currently applicable. When your e-mail address is used for promotional purposes, among others to send you our newsletter, you can at any time unsubscribe by following the instructions mentioned at the bottom end of each e-mail message.