



Privacy Policy

Like every service operator, we also capture, process and use data as part of our service of offering tourist services online via the internet and mobile applications. The protection of your personal data as a part of all the services we provide is very important to us. Therefore, we gather, process and use your personal data exclusively in accordance with the applicable legal regulations.

1. Personal Information we collect and process

Information you provide to us

We only process personal information you have submitted to us voluntarily and that is required to deliver our service to you. We only process data that we have acquired lawfully, i.e. provided by you. This is limited to:

- First name, last name,
- Home address
- Passport number
- Birthdate
- E-mail address
- Telephone number
- Your diet (meat, fish, vegetarian)

In addition, any questions and communication that happened via e-mail is stored.

Information we collect automatically

We do not collect any personal information automatically, i.e. via cookies, log files, google analytics etc. The company we use for the credit card processing uses cookies, but they only collect anonymized data.

2. Purpose of the data collection

We need the personal data you provide us to organize the permits required to access the historical sites. These permits are individualized and we need to provide this information to the respective government authorities in Cusco, Peru to issue the permits.

In addition, we need the collected data in order to reach you in case of need before the trek and to be able to adapt your menu to your diet requirements.

Furthermore, we need your personal data to process the credit card transaction required for settling the deposit.

We would as well like to keep you informed about future new services we may offer.

3. Transfer of personal data

We will not share your personal data with third parties, unless you have previously given your express permission or unless the transmission is required or permissible by law. We will in particular not sell or otherwise market your data to third parties. Transfers of data to government institutions and authorities is done only within the scope of mandatory national legal requirements.

To process the credit card transaction required for the deposit we transfer the following data to [www.stripe.com](https://stripe.com) (link to its privacy policy: <https://stripe.com/au/privacy/>):

- E-mail
- Credit card number
- Deposit amount
- Your unique booking number shown on your booking confirmation

All e-mails you send us are stored in a software called www.zendesk.com (link to its privacy policy: <https://www.zendesk.com/company/customers-partners/privacy-policy/>)



4. Data Storage

Your personal data is physically stored in a datacentre of Microsoft Azure in the Netherlands. The data is backed up daily and we automatically test the correctness and restorability of the back ups.

Due to legal regulations the credit card transactions have to be kept for a period of 10 (ten) years.

Personal data you provided to us is stored as long as it is legitimate for the purpose outlined in this policy. For instance we may have to reach out to you after the trek, need to keep track of booking reference related to a credit card transaction or would like to update you on new services we may provide in the future.

5. Right of Access, Rectification and Deletion

In case you would like to know which data we store about you, you can send an e-mail to info@incatrekkers.com.

If you desire to rectify data or delete it, you can equally write to us via info@incatrekkers.com. As long as there is not legal requirement to retain your personal data we will immediately delete it.