

## Privacy Policy

### Privacy Policy

We care about your privacy and do our best at protecting your personal information. When you use the services on this website you agree to the following conditions regarding your privacy. We collect, store and process personal information that you make available for us when accessing our website and services. Information is collected for example when you fill in forms or make a booking. Information is also gathered when you communicate with Duara or share information with other members of the service.

Please also visit our terms and conditions at [www.duaratravels.com/travellers](http://www.duaratravels.com/travellers).

### 1 § What we collect from travellers

We may ask you to submit the following information about you and your travel companions:

- Name
- Gender
- Nationality
- Contact information including email address and phone number
- Date of birth
- A copy of your passport
- Credit card details
- Dietary requirements or allergies
- A short introduction of yourself
- Your photo

When using our services we also collect, store and process other information, possibly including personal information, including but not limited to:

- Log data
- Cookies and other tracking technologies

## **2 § What we do with the information**

When you make a booking, we use your personal information to complete and administer your online booking. The following details will be forwarded to your service providers, i.e. Duara Contact and Host Family:

- First name
- Age
- Gender
- Dietary and/or other wishes
- A short introduction of yourself
- Personal message
- Phone number

Please note that service providers are located outside the European Economic Area (EEA). The aforementioned details will not remain within the EEA.

In addition, we may collect personal information for the following reasons:

- To enable you to access the service and communicate with other members
- Internal record keeping
- We may use the information to improve our products and services
- With your consent we may occasionally send you newsletters or other promotional information we believe would interest you
- Recognition and verification of user identity to create a safe and trusted environment and to detect and prevent fraud and other harmful activity
- To comply with our legal obligations and resolve any disputes that we may have with any of our users

We may review, scan or analyze your communication with other users exchanged via Duara platform for fraud prevention, risk assessment, regulatory compliance, investigation, product development, research and customer support purposes.

We do not share your information with third parties other than the Duara Contact and Host Family as well as governmental or investigative authorities if we are required by law to do so.

## **3 § Controlling your personal information**

You can access and update your contact information and change your newsletter subscriptions on your personal Duara account page. You can also close your account there. Please note that we may retain certain information associated with your account for record keeping.

#### **4 § Cookies**

We use cookies on our website. These are small text files stored on your computer. We use both permanent cookies and session cookies so that we can offer you the best service possible. The data saved in the cookies make the use of our services as comfortable as possible for you, not only for your current use of the respective service but also beyond it.

If you don't want to allow permanent cookies, you can select the option to deactivate permanent cookies in your browser.

The data stored in session cookies are only valid for the current visit to our online offers and serve to provide you with an unrestricted use of our services and to make the use of our offers and services as comfortable as possible for your current visit. If you deactivate session cookies, we cannot guarantee that you will be able to use all of our services without limitations.

#### **5 § Cookies of third party providers and tracking**

We use the services of other companies to optimize our websites and our services. You will receive an overview of the services we use in the following section.

##### **Squarespace**

Our website is hosted on Squarespace Inc. More details on Squarespace's cookie policy <https://www.squarespace.com/cookie-policy/>

##### **Google Analytics**

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses cookies, text files stored on your computer, to help the website analyze how users use the site. We use Google Analytics with the add-on "\_anonymizeIP()" so that the IP addresses later transmitted to Google are shortened and modified in advance on the European servers to prevent any direct references to particular persons. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators, and providing other services relating to website activity and internet usage to the website operator. Your IP address, which has been transmitted by Google Analytics, will not be associated with any other data held by Google. We use Google Analytics Advertising Features, including Google Analytics Demographics and Interest Reporting - which gives us insight into behaviour information relating to visitor age, gender and interests on an anonymous and aggregate level. This will help us to understand browsing behaviour to give you a better experience whilst visiting our sites.

You may refuse the use of cookies by selecting the appropriate settings on your browser. However, please note that if you do this, you may not be able to use all functions of this website. Furthermore, you can prohibit Google from collecting and analyzing the cookie generated data about your use of the website (including your IP address) by clicking [here](javascript:gaOptout()) or downloading and installing the browser plugin available here <http://tools.google.com/dlpage/gaoptout?hl=en>.

If you visit our website using a mobile device (e.g. a smartphone or tablet), you can refuse the future use of Google Analytics via [this link](javascript:gaOptout()). By activating the link, we will put a cookie in your browser, which signals to us that we should prevent Google Analytics from using your device. Please keep in mind that you will have to repeat the refusal process if you remove the cookies from your browser.

## **Facebook Conversion Tracking Pixel**

With your permission, our website utilizes the Conversion Tracking Pixel service of Facebook Inc., 1601 S. California Ave., Palo Alto, CA 94304, USA ("Facebook"). This tool allows us to follow the actions of users after they are redirected to a provider's website by clicking on a Facebook advertisement. We are thus able to record the efficacy of Facebook advertisements for statistical and market research purposes. The collected data remain anonymous. This means that we cannot see the personal data of any individual user. However, the collected data are saved and processed by Facebook. We are informing you on this matter according to our information at this time. Facebook is able to connect the data with your Facebook account and use the data for their own advertising purposes, in accordance with Facebook's Data Use Policy found under: <https://www.facebook.com/about/privacy/>. Facebook Conversion Tracking also allows Facebook and its partners to show you advertisements on and outside Facebook. In addition, a cookie will be saved onto your computer for these purposes.

Only users over 13 years of age may give their permission. If you are younger than this age, please consult your legal guardians.

Please click here if you would like to revoke your permission:  
[https://www.facebook.com/ads/website\\_custom\\_audiences/](https://www.facebook.com/ads/website_custom_audiences/).

## **6 § Third party links**

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. Once you leave our website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service. We have no responsibility or liability of the linked sites. However, we welcome feedback on the links and wish to protect the integrity of our site.

## **7 § Compliance with children's online privacy protection act**

Protecting the privacy of the very young is especially important. For that reason, we never collect or maintain information at our Site from those we actually know are under 13, and no part of our website is structured to attract anyone under 13. Only adults over 18 years old can make a booking on our site.

## **8 § Your acceptance of these terms**

By using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

## **9 § Changes to privacy policy**

If we decide to change the content of this policy we will post the changes on this page. In case Duara undertakes or is involved in any merger, acquisition, reorganization, bankruptcy or other business transfer, then we may sell or share some of our assets, including your personal information. In this event we will notify you before the information is transferred under a different privacy policy.

**Duara Travels Oy**  
Lintulahdenkatu 6A 60  
00500 Helsinki, Finland

## **10 § Contacting us**

In case of questions regarding our privacy policy you may contact us at [elina@duaratravels.com](mailto:elina@duaratravels.com). Your opinion matters to us!