

Privacy Policy - Updated April 2021

Your privacy is critically important to us. At Captain Tama's, we have a few fundamental principles:

- We are thoughtful about the personal information we ask you to provide and the personal information that we collect about you through the operation of our services.
- We store personal information for only as long as we have a reason to keep it.
- We aim to make it as simple as possible for you to control what information is shared publicly (or kept private), indexed by search engines, and permanently deleted.
- We aim for full transparency on how we gather, use, and share your personal information.
- If you have any questions, please email us on bookings@captaintamas.com

This Privacy Policy applies to information that we collect about you when you use:

- Our websites: www.captaintamas.com / <https://captaintamas.rezdy.com> (our booking site).
- When you book with us in person or through a third party booking agent
- Throughout this Privacy Policy we'll refer to our website, products and services collectively as "Services."

Below we explain how we collect, use, and share information about you, along with the choices that you have with respect to that information.

Information We Collect

We only collect information about you if we have a reason to do so—for example, to provide our Services, to communicate with you, or to make our Services better.

We collect information in three ways: if and when you provide information to us, automatically through operating our Services, and from outside sources. Let's go over the information that we collect.

Information You Provide to Us

It's probably no surprise that we collect information that you provide to us. The amount and type of information depends on the context and how we use the information. Here are some examples:

- **Basic Information:** We ask for basic information from you in order to book you in for one of our services. For example, when you book an activity, we require contact details.

- **Transaction and Billing Information:** If you buy something from us you will provide additional payment information that is required to process the transaction and your payment, such as your credit card information.
- **Communications With Us (Hi There!):** You may also provide us information when you respond to surveys, communicate with our staff, or post a question in a website form or feedback widget.
- **Marketing Information:** Some of our operations ask optional marketing questions. For example, we may ask you where you are from, or provide the option to take part in a survey, or our booking forms have optional form fields that ask how you heard about us.

Information We Collect Automatically

We also collect some information automatically:

- **Log Information:** Like most online service providers, we collect information that web browsers, mobile devices, and servers typically make available, such as the browser type, IP address, unique device identifiers, language preference, referring site, the date and time of access, operating system, and mobile network information. We collect log information when you use our Services such as when you submit a booking form.
- **Usage Information:** We collect information about your usage of our Services. For example, we collect information about the actions that you take on our website such as when you click a 'book here' button.
- **Location Information:** We may determine the approximate location of your device from your IP address. We collect and use this information to, for example, calculate how many people visit our Services from certain geographic regions.
- **Information from Cookies & Other Technologies:** A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. Pixel tags (also called web beacons) are small blocks of code placed on websites and emails. Captain Tama's use cookies and other technologies like pixel tags to help us identify and track visitors, usage, and access preferences for our Services, as well as track and understand email campaign effectiveness and to deliver targeted ads. For more information about our use of cookies and other technologies for tracking, including how you can control the use of cookies, please see

Information We Collect from Other Sources

We may also get information about you from other sources. For example, if you interact with us via our Facebook page or Instagram account, we may use the information you have provided in these tools to understand who you are and provide personalised messaging and advertising.

How And Why We Use Information

Purposes for Using Information

We use information about you as mentioned above and for the purposes listed below:

- To provide our Services—for example, to book and reserve seats, and to communicate confirmations and timings;
- To further develop and improve our Services—for example by adding new features that we think our customers will enjoy or will help them to book and manage their bookings;
- To monitor and analyse trends and better understand how people interact with our Services, which helps us improve our Services and make them easier to use;
- To measure, gauge, and improve the effectiveness of our advertising, and better understand user retention—for example, we may analyse how many individuals purchased a product after receiving a marketing message or the features used by those who continue to use our Services after a certain length of time;
- To monitor and prevent any problems with our Services, protect the security of our Services, detect and prevent fraudulent transactions and other illegal activities, fight spam, and protect the rights and property of Captain Tama's and others, which may result in us declining a transaction or the use of our Services;
- To communicate with you, for example through an email, about offers and promotions offered by Captain Tama's and others we think will be of interest to you, solicit your feedback, or keep you up to date on Captain Tama's products; and
- To personalise your experience using our Services, provide content recommendations.

Legal Bases for Collecting and Using Information

A note here for those in the European Union about our legal grounds for processing information about you under EU data protection laws, which is that our use of your information is based on the grounds that:

(1) The use is necessary in order to fulfil our commitments to you under our Terms of Service or other agreements with you or is necessary to administer your booking—for example, in order to book your seat at our restaurant; or

(2) The use is necessary for compliance with a legal obligation; or

(3) The use is necessary in order to protect your vital interests or those of another person; or

(4) We have a legitimate interest in using your information—for example, to provide and update our Services, to improve our Services so that we can offer you an even better user experience, to safeguard our Services, to communicate with you, to measure, gauge, and improve the effectiveness of our advertising, and

better understand user retention and attrition, to monitor and prevent any problems with our Services, and to personalize your experience; or

(5) You have given us your consent—for example before we place certain cookies on your device and access and analyse them later on, as described in our [Cookie Policy](#).

Sharing Information

How We Share Information

We do not sell our users' private personal information.

We share information about you in the limited circumstances spelled out below and with appropriate safeguards on your privacy:

- **Subsidiaries, Employees, and Independent Contractors:** We may disclose information about you to our subsidiaries, our employees, and individuals who are our independent contractors that need to know the information in order to help us provide our services or to process the information on our behalf. We require our subsidiaries, employees, and independent contractors to follow this Privacy Policy for personal information that we share with them.
- **Third Party Vendors:** We may share information about you with third party vendors who need to know information about you in order to provide their services to us, or to provide their services to you or your site. This group includes vendors that help us provide our Services to you (like payment providers that process your credit and debit card information, fraud prevention services that allow us to analyse fraudulent payment transactions, booking system software, email delivery services that help us stay in touch with you, customer chat and email support services that help us communicate with you, those that assist us with our marketing efforts (e.g. by providing tools for identifying a specific marketing target group or improving our marketing campaigns), those that help us understand and enhance our Services (like analytics providers). We review vendors to ensure they make the necessary privacy commitments in order to share information with them.
- **Legal Requests:** We may disclose information about you in response to a court order, or other governmental request.
- **To Protect Rights, Property, and Others:** We may disclose information about you when we believe in good faith that disclosure is reasonably necessary to protect the property or rights of Captain Tama's, third parties, or the public at large. For example, if we have a good faith belief that there is an imminent danger of death or serious physical injury, we may disclose information related to the emergency without delay.
- **Business Transfers:** In connection with any merger, sale of company assets, or acquisition of all or a portion of our business by another company, or in the unlikely event that Captain Tama's goes out of business or enters bankruptcy, user

information would likely be one of the assets that is transferred or acquired by a third party. If any of these events were to happen, this Privacy Policy would continue to apply to your information and the party receiving your information may continue to use your information, but only consistent with this Privacy Policy.

- **With Your Consent:** We may share and disclose information with your consent or at your direction. For example, we may share your information with third parties with which you authorize us to do so, such as on social media- for example if you entered a competition where the terms of entering allowed us to tag you as the winner in a public post.
- **Aggregated or De-Identified Information:** We may share information that has been aggregated or reasonably de-identified, so that the information could not reasonably be used to identify you. For instance, we may publish aggregate statistics about the use of our Services and we may share a hashed version of your email address to facilitate customized ad campaigns on other platforms.
- **Other Site Owners:** If you leave a comment on a site that uses our Services (like tripadvisor.com), your IP address and the email address associated with your tripadvisor.com account may be shared with the administrator(s) of the site where you left the comment.

Information Shared Publicly

Information that you choose to make public is—you guessed it—disclosed publicly.

That means, of course, that information like your public Instagram posts, other content that you make public on their services, and your “Likes” and comments on our websites, are all available to others—and we hope you get a lot of views!

Public information may also be indexed by search engines or used by third parties.

Please keep all of this in mind when deciding what you would like to share.

How Long We Keep Information

We generally discard information about you when we no longer need the information for the purposes for which we collect and use it—which are described in the section above on How and Why We Use Information—and we are not legally required to continue to keep it.

For example, we keep the web server logs that record information about a visitor to Captain Tama’s website, such as the visitor’s IP address, browser type, and operating system, for approximately 3 years. We retain the logs for this period of time in order to, among other things, analyse traffic to our websites and investigate issues if something goes wrong on one of our websites.

As another example, when you use our website, Google Analytics tracks usage and that information is stored for 26 months, and is deleted automatically once it reaches this age.

Security

While no online service is 100% secure, we work hard to protect information about you against unauthorized access, use, alteration, or destruction, and take reasonable measures to do so, such as monitoring our Services for potential vulnerabilities and attacks.

Choices

You have several choices available when it comes to information about you:

- **Limit the Information that You Provide:** You can choose not to provide the optional booking information such as phone numbers, or demographic related questions.
- **Limit Access to Information On Your Mobile Device:** Your mobile device operating system should provide you with the ability to discontinue our ability to collect stored information or location information via our mobile apps. If you do so, you may not be able to use certain features (like adding a location to a photograph, for example).
- **Opt-Out of Electronic Communications:** You may opt out of receiving promotional messages from us. Just follow the instructions in those messages. If you opt out of promotional messages, we may still send you other messages, like those about your receipts.
- **Set Your Browser to Reject Cookies:** See our Cookie Policy for more details here. At this time, some of our websites provide the option to clear your cookies and not allow them to set on the company website domain you are accessing. This method is not 100% reliable as certain cookies may reset themselves over time. If you wish to remove cookies we recommend that you set your browser to remove or reject browser cookies before using our website, with the drawback that certain features of our websites may not function properly without the aid of cookies. For more information on how to control your cookie settings and browser settings on your computer, and how to delete cookies on your hard drive, please visit www.aboutcookies.org or www.youronlinechoices.eu.

Your Rights

If you are located in certain countries, including those that fall under the scope of the European General Data Protection Regulation (AKA the “GDPR”), data protection laws give you rights with respect to your personal data, subject to any exemptions provided by the law, including the rights to:

- Request access to your personal data;
- Request correction or deletion of your personal data;
- Object to our use and processing of your personal data;
- Request that we limit our use and processing of your personal data; and
- Request portability of your personal data.

If you would like to contact us about your rights, scroll down to How to Reach Us to, well, find out how to reach us.

EU individuals also have the right to make a complaint to a government supervisory authority.

Controllers and Responsible Companies

Depending on the Services you use, more than one company may be the controller of your personal data. Generally, the “controller” Captain Tama’s Lagoon Cruizes. For more information about Captain Tama’s Lagoon Cruizes visit <http://www.captaintamas.com>

How to Reach Us

If you have a question about this Privacy Policy, or you would like to contact us about any of the rights mentioned in the Your Rights section above, please email us on manager@captaintamas.com

Other Things You Should Know (Keep Reading!)

Ads and Analytics Services Provided by Others

Parties may provide analytics services via our Services. These ad networks and analytics providers may set tracking technologies (like cookies) to collect information about your use of our Services and across other websites and online services. These technologies allow these third parties to recognize your device to compile information about you or others who use your device. This information allows us and other companies to, among other things, analyse and track usage, determine the popularity of certain content, and deliver advertisements that may be more targeted to your interests. Please note this Privacy Policy only covers the collection of information by Captain Tama’s and does not cover the collection of information by any third party advertisers or analytics providers.

Privacy Policy Changes

Although most changes are likely to be minor, Captain Tama’s may change its Privacy Policy from time to time. We encourage visitors to frequently check this page for any changes to its Privacy Policy. If we make changes we may provide additional notice (such as adding a statement to our homepage or providing a log on the privacy policy page).

That's it! Thanks for reading. Again, any questions please don't hesitate to contact us.

Captain Tama's Lagoon Cruizes

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