Privacy Statement

for website, bookings and travellers

Amina's Soul Travel

This privacy statement explains how Amina's Soul Travel VOF, trading as Amina's Soul Travel, processes personal data of website visitors, interested persons, customers and travellers.

We organise trips and travel programmes, including group trips, retreats, camps and package trips with accommodation, local transport, hiking, yoga, meditation, diving and other activities.

We process personal data carefully and in accordance with the General Data Protection Regulation (GDPR).

1. Who are we?

Organisation	Amina's Soul Travel
Legal name	Amina's Soul Travel VOF
Address	Sintekrijnsputje 8, 4661 LM Halsteren, the Netherlands
Dutch Chamber of Commerce number	42075678
Email	aminassoultravel@travelcompany.info
Phone / WhatsApp	+31 6 3841 4838
Contact for privacy questions	aminassoultravel@travelcompany.info

2. Which personal data do we process?

We may process the following personal data, depending on your contact with us and the trip you book.

Contact details: Name, address, place of residence, country, email address, phone number and WhatsApp number.

Booking details: Travel dates, chosen travel programme, number of travellers, room arrangements, preferences, special requests, payment status and booking history.

Identity and travel details: Date of birth, nationality, passport name and, where necessary, passport details for accommodation, local authorities, access to activities or performance of the trip. We do not request a Dutch citizen service number and do not keep passport copies unless strictly necessary. If a copy is needed, we ask travellers to cover sensitive information where possible.

Health and safety information: For certain activities, such as diving, hiking or yoga, we may ask for relevant medical information, physical limitations, allergies, dietary requirements, emergency contacts or diving experience. Health data is special category data and is handled with extra care.

Diving information: Diving certificates, experience level, number of logged dives, medical fitness statement or confirmation that the traveller is medically fit to dive.

Payment details: Invoice details, payment amounts, payment status, payment method and administrative details. In principle, we do not store full credit card details; payments are made through external payment providers or bank transfer.

Communication, website and marketing data: Messages via email, WhatsApp, social media and contact forms. We may also process website data, such as IP address, browser data, device data, visited pages, click behaviour and cookie data. For marketing, we may process newsletter subscriptions, interest in trips, preferred language and consent for marketing communication.

Photo and video material: During trips, photos and videos may be taken for memories, impressions, website, social media and promotion. Identifiable images of a traveller are used for promotion or public publication only when prior consent has been requested, for example via the booking form or intake form. During the trip, we do not ask permission again for each individual photo or video; we rely on the traveller's prior choice.

3. Why do we process personal data?

We process personal data for the following purposes:

- to answer questions and maintain contact;
- to process travel requests and bookings;
- to prepare and perform the travel agreement;
- to arrange accommodation, local transport, activities, guides, yoga, meditation and diving;
- to provide help and support during the trip;
- to deal with emergencies, medical situations or safety issues;
- to process payments, invoices and administration;
- to comply with legal obligations, such as tax retention obligations;
- to handle complaints, cancellations and refunds;
- to improve our website, services and customer support;
- to send newsletters or offers, only where consent has been given or where this is legally permitted;
- to use photo and video material for promotion, website and social media when prior consent has been given.

4. What legal bases do we use?

We only process personal data when there is a lawful basis. We mainly use the following legal bases:

- Performance of the agreement: for data needed to book, organise and perform the trip.
- Legal obligation: for data we must keep for administration, tax or other legal obligations.
- Consent: for example for newsletters, certain cookies, health information where consent is required, and identifiable image material for promotion or publication.
- Legitimate interest: for customer service, security, fraud prevention, internal administration and improvement of our services.
- Vital interest: in an emergency we may process or share data if necessary to protect someone's health or safety.

5. Health data and diving activities

Because our trips may include activities such as diving, hiking, yoga and meditation, we may ask for information that is important for safety and participation. We only request health information that is necessary for the trip or activity.

We use this data only for:

- assessing safe participation;
- communication with guides, instructors or local partners where necessary;
- assistance in incidents or emergency situations;
- complying with safety rules of diving schools or activity providers.

We only share health information with third parties if this is necessary for safety, performance of the activity, medical assistance or if the traveller has given consent for this.

6. With whom do we share personal data?

We may share personal data with:

- accommodations and places of stay;
- local transport companies and transfer partners;
- guides, yoga instructors, diving schools and activity partners;
- payment providers and banks;
- accountants or administrative service providers;
- IT, hosting, email and website providers;
- insurers or emergency assistance centres, where necessary;
- local authorities, where legally required;
- legal or tax advisers, where necessary.

We never sell personal data to third parties. Where necessary, we enter into a data processing agreement with service providers that process personal data on our behalf.

7. Transfers outside the European Economic Area

Because our trips take place outside the Netherlands and may take place outside the European Economic Area, personal data may be shared with local partners outside the European Economic Area, such as accommodations, transport companies, diving schools, guides or activity partners.

We only share data that is necessary to perform the trip. Where possible, we limit the data to what the local partner genuinely needs, such as name, arrival date, room type, activity or emergency information.

8. How long do we keep personal data?

We do not keep personal data longer than necessary for the purpose for which it was collected, unless a legal retention period applies. In principle, we use the following retention periods:

Type of data	Retention period
Contact requests	Up to 2 years after the last contact.
Booking and customer data	Up to 7 years for administration and tax purposes.
Invoices and payment administration	7 years.
Health and diving data	No longer than necessary for the trip and safety follow-up, usually up to 6 months after return, unless an incident or claim makes longer retention necessary.
Complaints and incidents	As long as necessary for handling and any legal limitation periods.
Newsletter data	Until the customer unsubscribes.
Cookie data	According to the periods in our cookie settings.
Photo and video material	As long as necessary for the purpose for which consent was given or as long as the material is reasonably used for website, social media, promotion or memories, unless legal rules require otherwise.

9. Security

We take appropriate technical and organisational measures to protect personal data against loss, misuse, unauthorised access and unlawful disclosure.

We restrict access to personal data to persons and partners who need the data for their work. Sensitive information, such as medical data, is handled with extra care.

10. Rights of customers and travellers

Customers and travellers have several rights under the GDPR. They may ask us for:

- access to their personal data;
- correction of inaccurate data;
- deletion of data;
- restriction of processing;
- data portability;
- objection to processing;
- withdrawal of consent, where processing is based on consent.

A request can be sent to aminassoultravel@travelcompany.info. We respond as soon as possible and no later than within one month. For complex requests, this period may be extended in accordance with applicable privacy laws.

11. Newsletter and marketing

We only send newsletters or marketing messages where the recipient has given consent or where this is legally permitted. Each newsletter contains an option to unsubscribe. After unsubscribing, we will no longer use the email address for newsletters.

12. Cookies

Our website may use cookies and similar technologies. We may use necessary cookies for the functioning of the website, analytical cookies to improve the website and marketing cookies for advertisements or social media, only where consent has been given.

13. Social media and external links

Our website may contain links to external websites, social media platforms or payment providers. We are not responsible for the privacy practices of these external parties. Always read the privacy statement of the relevant website or service.

Travellers may not publish images of other travellers when those images are privacy-sensitive, uncomfortable, harmful or identifiable in a way the other person does not want, unless permission has been given.

14. Complaints

If someone has a complaint about the way we handle personal data, they can contact us at aminassoultravel@travelcompany.info. In addition, every data subject has the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens). We strive to answer a complaint within one month.

15. Changes

We may amend this privacy statement if our services, website or legislation change. The most recent version is always available on our website or upon request.