

# Portugaltrails Privacy Policy

Portugaltrails is committed to supporting the highest standards for the Fair Handling of Personal Information. We recognise that some visitors to our web site may have concerns about the information they provide to us and how we treat that information.

This Privacy Policy has been developed to demonstrate to our clients that we collect only the information necessary for our interaction with them and to fulfil their instructions to us. We are committed to the highest ethical standards in the collection, security and use of the personal information provided to us.

The key points of our privacy statement are:

- We do not require you to register or provide information to us in order to view our website.
- When you request a service or further information, you will be asked to provide only the information necessary to enable us to fulfil your request. This information will be passed to the accommodation/rent-a-car or driver/activities providers selected in order that they can reserve your tour.
- Beyond that information which we pass to our accommodation/rent-a-car or driver/activities providers, we do not share any personal information with anyone.
- Every precaution is taken by us to protect our user's information. When users submit sensitive information via the website, their information is protected both online and off-line.
- When our reservation order form asks users to enter sensitive information (such as credit card number), that information is encrypted and is protected with encryption software - PayPal.
- Please be aware that communications over the Internet, such as emails/webmails, are not secure unless they have been encrypted. Your communications may route through a number of countries before being delivered - this is the nature of the World Wide Web/Intranet. Portugaltrails cannot accept responsibility for any unauthorized access or loss of personal information that is beyond our control.
- We also do everything in our power to protect user-information off-line. All of our user's information, not just the sensitive information mentioned above, is restricted in our offices. Only employees who need the information to perform a specific job (for example, our billing clerk or a customer service representative) are granted access to personally identifiable information. Furthermore, all employees are kept up-to-date on our security and privacy practices.
- The servers that store personally identifiable information are maintained in a secure environment, in a locked facility.

## **Privacy Support**

Portugaltrails reserves the right to amend or modify this Privacy Policy Statement at any time and in response to changes in applicable data protection and privacy legislation.

If you have any comments about our Privacy Policy, please email us at [info@portugaltrails.com](mailto:info@portugaltrails.com).