

Privacy Policy

The Royal Galapagos privacy policies outline the type of personal information to be gathered from our active users, as well as a notion of how the information will be used, with whom it can be shared, as well as the rights that the users have over their own rights and the security measures we use to maintain all of the data stored in our servers secure.

The gathering of the information is carried out by one, or more of the following means that are utilized by the company for this purpose, such as website questionnaires and/or forms, online systems, e-mails, phone calls, or any other type of chatroom discussion.

All of the information collected by Royal Galapagos will only be used for the purposes stated and not for any other. The Privacy Policy is subject to change without prior notice and for any reason as deemed necessary by the Company. Any change or update will be notified and communicated via your account manager.

What personal data do We collect or receive?

We obtain certain personal information in connection with the services we provide. The types of personal information we obtain include:

- Contact information, such as name, postal address, email address and telephone number;
- Payment information, such as name, billing address and payment card details (including card number, expiration date, and security code);
- Booking information;

This information is collected and stored once the agency or user decides to make a reservation either online, by telephone or through any other means. The data collected for credit / debit card payments are deleted after confirming the transaction and your reservation is ready.

Both the credit card holder and the members of the group must understand how the information is to be used and must grant their consent for such usage.

We may need to request information regarding your physical health if your trip is considered to be physically demanding or if you need special access or care due to a disability.

Purpose of information

Personal information collected will allow us to process the corresponding request for services as stated by the passenger or the Travel Agency.

The information might also be used for communication purposes and as a source of mailing lists used for mailing offers and newsletters regarding promotional travel packages and news articles about Ecuador and the Galapagos Islands. Aside to Comply with all services "requested and confirmed by the user".

Additionally, this information may also be used for the following::

- Post-sale
- Measurement of service quality perception by the customer.
- Advertising purposes
- Mailing offers and news concerning the Company

The information gathered can be stored in OUR SECURE SERVERS in order to maintain internal records up to a period of 5 years, starting from the date the information was collected.

The sharing of personal information will be only with registered users. If by any chance, the user decides to no longer receive any of our information, the subscription can be canceled by sending an email to the info@royalgalapagos.com or by clicking on the "unsubscribe" link "at the bottom of any email.

International Sales

 +593-2-255-4080
Direct Line

sales5@royalgalapagos.com
Toll Free: +1-877-209-7243

Reservations:

ventas@royalgalapagos.com
info@royalgalapagos.com
www.royalgalapagos.com

Address:

265 Fosh Street and 6 de
Diciembre Av.
Solnesa Tower.
Quito, Ecuador

Emergency phone:

+593(9)-8350-9004

Fax:

USA & Canada +1-800-296-1845
UK & Europa +44-207-504-8322

Disclosure of information by third parties

We do not sell or otherwise share personal information about you, except as described in this document. We only share personal information with third parties who perform services on our behalfs, such as ad hotels, boat operators, tour operators, or business related to providing services for us.

The use of cookies is exclusive for the analysis of traffic and web applications. Google Analytics technology is used in order to identify the most visited pages on this website and the most attractive content, providing a better experience for the end user.

A cookie does not give access to the hard disk or personal identification information. These cookies have a short lifetime and are automatically deleted from the hard drive. Cookies can be deleted by the user within the privacy settings of the web browser used.

Security of Personal Information

Royal Galapagos is highly committed to the security and safeguarding of stored information, for this purpose we maintain administrative, technical and physical safeguards designed to protect personal information against accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure or malicious use.

Data Protection Rights**The right of access to provided information**

We offer you certain choices in connection with the personal information we obtain from you, such as how we use the information and how we communicate. To update your preferences, ask us to remove your information from our mailing lists or submit a request, please contact us at info@royalgalapagos.com.

Unsubscribing from receiving future marketing emails can be done by clicking on the unsubscribe link in any of our emails or promotions or sending an email to info@royalgalapagos.com.

We may still contact you if necessary, to obtain information to finalize with details related to your services acquired through Royal Galapagos.

To the extent provided by applicable law, you may

1. Request access to the personal information we maintain about you;
2. Request that we update, correct, amend, erase or restrict the information;

To help protect your privacy and maintain security, we may take steps to verify your identity before granting you access to your information.

The user can request a copy of all of their data by sending a request to info@royalgalapagos.com, all the information collected by Royal Galapagos will be sent without any restrictions or further questioning.

The right of rectification and edition

Changes to the information can be made at any time requested by the passenger or the Travel Agency. In order to edit the changes, an email must be sent to info@royalgalapagos.com.

Data deleting

The user can request the deletion of his/her information at any time and for any given purpose. The request shall be sent by e-mail to info@royalgalapagos.com

Contact Information

Phones: +593-2-2554-080 / +593-2-2524-438

info@royalgalapagos.com

International Sales

 +593-2-255-4080
Direct Line

sales5@royalgalapagos.com
Toll Free: +1-877-209-7243

Reservations:

ventas@royalgalapagos.com
info@royalgalapagos.com
www.royalgalapagos.com

Address:

265 Fosh Street and 6 de
Diciembre Av.
Solnesa Tower.
Quito, Ecuador

Emergency phone:

+593(9)-8350-9004

Fax:

USA & Canada +1-800-296-1845
UK & Europa +44-207-504-8322