



Taste a comfort and adventure!

Privacy policy

Dear Traveller!

The protection of our clients' personal data is a priority for us. In connection with the entry into force of the provisions of the GDPR (General Data Protection Regulation) on 25 May 2018 we would like to remind you that we have your personal data in our database.

Our company adapts to the requirements of the GDPR and as such we inform you that we have updated our privacy policy regarding your data.

The administrator of your personal data is:

Velo Poland Agnieszka Jędrzejek

Ogólna 7/13

01-702 Warsaw

Poland

We are committed to collecting, using and protecting your personal data in accordance with good practice. Your privacy is important to us, so we encourage you to read this Privacy Notice, which describes:

Purposes of collecting and types of personal data

Rules of sharing personal data with other organizations

How to access and update your personal data

We have tried to make this information as simple as possible.

The stored personal data

In order to book an expedition, you provide us with:

Your personal data including your name, surname, address, e-mail address, telephone number, date of birth, number of your ID card.

Signing up to our newsletter you provide us with your e-mail address.

Sharing third party personal data.

We use personal data of other people provided to us during booking process. If you share personal data of other people (e.g. your friends) please make sure all of them agreed and you are authorized to provide us with this information. Please also make sure that said people know how and when their personal data will be used.

Wyprawy RoweLove

tel. +48 884-195-523

e-mail: biuro@wyprawyrowelove.pl

www.wyprawyrowelove.pl



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Personal data usage

We use your personal data in various ways described below.

Products and services

We need your personal data to manage your booking and provide you with services requested in the booking form, to support you while providing said services and while processing a potential refund.

Interaction with the client

To provide you with the best service or answer your queries we may contact you via e-mail, traditional post, telephone or social media.

We may also invite you to take part in customer surveys and other forms of market research.

Under no circumstances shall we sell the personal data of expedition participants to the any third party.

The personal data you provide us with serves only to provide you with the best possible service or to contact you personally with regards to your queries to speed up the booking process.

Marketing communication

From time to time we may send you an offer and the information about our products and services - usually via e-mail. We may also send you information about the products of other companies that might be of interest to you. You will be provided with such information only after having given your personal consent to receive such marketing communication.

During our touristic event you will be asked if you want to receive marketing information from us and the preferred mean of contact. You can change your marketing preferences at any time via internet or contacting us directly at biuro@wyprawyrowelove.pl. You can also use the contact form under the link „sign out” you will find in all our marketing correspondence. It is up to you if you consent to receive marketing information, however lack of your consent will enable us to provide you with information about many interesting offers.

Please note that even without the consent to receive marketing information you will still receive all information with regards to the products you ordered or bought - e.g. confirmation of your booking, important information about the bought services etc.

Market research

After each expedition we would love to know your opinion - it will help make our products and services even more attractive. As such we may contact you and ask you to take part in short survey. You can always decide whether you want to take part in it or not.



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Sharing personal data with suppliers and business partners

In order to provide you with our products and services, we might share your personal data with our suppliers and business partners: our guides, hotels, and the insurance company.

Also we work with carefully selected companies who perform specific functions on our behalf such as IT services, accounting services, data storage and merging, payment processing and delivery of products and services. When transferring personal data to other organizations, we require them to keep them secure and do not use them for their own marketing purposes. We only provide a minimum range of personal data that allows our suppliers and business partners to provide services for your benefit.

It may be also necessary to disclose some personal data to prevent abuse or to establish, exercise or defend our rights.

Sharing data with regulatory authorities

In order to secure your travel, it may be required (by government authorities at e.g. departure/arrival destinations) to disclose and process your personal data for immigration, border control, security and anti-terrorism purposes or any other purpose that such authorities deem appropriate.

We may share the necessary minimum scope of your personal data with other public authorities if required by law or if it is legally permitted.

Personal data protection

We know how important it is to protect and manage your personal data. We use appropriate security measures to protect personal data against accidental loss and unauthorized access, use, alteration and disclosure.

Data archiving

We will store your personal data only as long as it is necessary for the purposes set out in the Privacy Notice and/or to comply with legal and regulatory requirements. After this time period, your data will be securely deleted. If after this period the data is needed for any analytical, historical or other lawful purposes, we will take appropriate steps to anonymize them.

Social media functions

Our webpage may contain some social media functions, such as Facebook or Instagram, that have stated their own privacy protection policies.

Before you share your personal data on any other webpage supported by different company or organization, please read the terms of their privacy protection policies. We shall not be held responsible for the actions connected with using social media functions.

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Accessing and updating personal data, complaints

You have the right to request a copy of your personal data that we store. You can do it via email: biuro@wyprawyrowelove.pl, contact form at www.wyprawyrowelove.pl/kontakt or by writing to us and asking to create a copy of your personal data.

You must provide us with the information that will allow us to identify and locate your personal data. If possible, the access to data will be provided free of charge. The request for additional copies of the data may be charged if any administrative costs occur.

We want to make sure that your personal data that is in our possession is accurate and current. If any of the information we have is incorrect, please let us know.

You can also ask to correct, delete or object to the processing of your personal data and, if it is technically possible, to request the transfer of your personal data to another organization.

We will update or delete your data, unless we are required to keep them for business purposes or to comply with the law.

You can also contact us if you have any objections to how we collect, store or use your personal data. We are considering all complaints and we always respond to your queries, however if you are dissatisfied with our response, you can file a complaint to the supervisory body dealing with personal data protection of your local data protection authority.

Please note that we may require you to verify your identity before taking action on your request or complaint. We may also require you to provide further information to ensure that you have the appropriate authority to submit an application or complaint on behalf of another person.

Personal data will be processed until you object to their processing.

Legal basis for personal data processing

We will collect and use personal data if at least one of the following conditions is met:

We have your consent;

It is necessary in order to conclude a contract or to take the appropriate action during the booking process;

It is necessary to meet a legal obligation;

It is necessary to protect vital interests of yours or any other person;

It is in the public interest or we have the appropriate authorization;

We may use your personal data to manage the safety-related issues, accidents or any other similar events, including medical and insurance purposes. This is in the legitimate interest of us or third parties, but this does not overrule your interests or rights.

If we need to process specific categories of personal data, such as health data for medical reasons, we will only do so if one or more additional conditions are met. For example, we have your explicit consent. It is necessary to protect the vital interests of you or another person and the client is physically or



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legally unable to give consent. It is necessary to establish, exercise or defend legal claims or it is necessary because of a significant public interest.

Changes to this information

This Information supersedes all previous versions. We may change the content of this information at any time, so you should check it regularly on our website for updates. If the changes are significant, we will provide specific notice on our website, including, if we deem it appropriate, electronic notification of changes to the Privacy Notice.

Last update: December 2025

Policy and the use of cookie files

Our website may use cookie files, so-called "cookies", which are used to identify the browser you use while using our website. It is necessary as we need to know which page to display. Cookie file do not contain any personal data. You can also always specify the conditions for storage or access to „cookies” in your browser.