

Privacy Notice

Last Updated: September 29, 2026

At Katakolon Plus Tours, we are committed to protecting and respecting your privacy. Please read this notice carefully, as it contains important information regarding how we use the personal data we collect from you or that you provide to us.

1. Information & Consent

This Privacy Policy describes how we collect, use, process, and share your information, including your personal data (hereinafter the "User"), in connection with your access to and use of our website and tour/excursion booking system.

By reading this Privacy Policy, the User is informed about how we collect, process, and protect the personal data provided through the website and booking engine.

The User must carefully read this Privacy Policy, which has been drafted with clarity and simplicity to facilitate understanding, in order to freely and fully decide whether they wish to provide their personal data (or that of third parties) to Katakolon Plus Tours.

Where referenced, "booking system", "booking engine", "system", "website", "platform", or "services" refer to all pages and features under the Katakolon Plus Tours domain.

By accessing the platform or providing information, you agree to the privacy practices outlined in this statement. We may modify this notice from time to time, so you should check it regularly.

2. Identity of the Data Controller

Where this notice mentions "we", "us", "our", or "Data Controller", it refers to the company:

- **Company Name:** Katakolon Plus Tours
- **Headquarters:** Ancient Olympia, P.C. 27065, Greece
- **Contact Email:** info@katakolonplustours.com

For the purposes of the General Data Protection Regulation (GDPR) (EU) 2016/679, we are the Data Controller. A strict contractual framework is in place to protect your personal information.

Data Processor

When external partners/software providers are used to operate the booking engine or process payments (Data Processors), they act strictly on behalf of Katakolon Plus Tours and are bound by GDPR and security certifications (e.g., PCI-DSS).

3. Mandatory Nature of Data Provision

Data requested in forms on the website and booking engine are generally mandatory (unless specified otherwise in the field) in order to fulfill the stated purposes (e.g., tour booking).

Consequently, if this data is not provided or is provided incorrectly, we will not be able to process your request or booking.

4. Personal Data We Collect and Process

This data includes:

- **Personal Information:** Full name, address, phone number, and email address when you make a booking or tour request.
- **Financial Information:** Payment/card details for processing your booking where prepayment is required.
- **Transaction Data:** Details of tours/services you book through the booking engine.

We authorize our data processors to:

1. Use your information to book seats for tours, transfers, and related services offered by Katakolon Plus Tours.
2. Transfer your financial details to appropriate third parties (e.g., banking institutions / payment processors) to confirm or settle the booking.
3. Use your information for marketing purposes (only if you have provided explicit consent).
4. Pre-fill forms to facilitate future visits or booking modifications/cancellations.

Social Login:

In the event of registration/login via a third-party account (e.g., Facebook, Google), we may collect basic profile information exclusively for internal administrative purposes.

Third-Party Data (e.g., Booking for a friend/companion):

If you provide third-party data, you declare that you have obtained their consent and undertake to inform them of this Privacy Policy, releasing Katakolon Plus Tours from any related liability.

Sensitive Data:

We ask that you do not send or disclose any sensitive personal data (e.g., racial origin, political opinions, religion, health data, biometrics, etc.), unless necessary for specific tour requirements (e.g., accessibility for individuals with disabilities) and provided with your explicit consent.

Use of Services by Minors:

Our services are not directed to individuals under sixteen (16) years of age without parental consent, and we request that they do not submit personal data independently.

5. Purpose of Data Processing

Personal data is collected and processed for the following purposes:

- Management and confirmation of tour/transfer bookings, including payment processing.
- Communication with you regarding schedule updates, pick-up points, or unexpected factors (e.g., changes in cruise ship arrival).
- Handling communication requests submitted through available channels.
- Sending tailored commercial communications/offers (newsletters), provided you have given explicit consent.
- Conducting customer satisfaction and service evaluation surveys.

6. Data Retention

We retain your personal data for the period necessary to fulfill the purposes described in this Policy, unless a longer retention period is required or permitted by law (e.g., tax compliance obligations for maintaining financial records).

7. Legal Basis for Processing

- **Contract Performance:** Processing is necessary to provide the booking and transport services you request.
- **Consent:** For sending promotional updates (newsletters) or using specific cookies. You may withdraw your consent at any time.
- **Legal Obligation:** To comply with tax and legal regulations.
- **Legitimate Interest:** To ensure the quality of our services and prevent fraud.

8. Disclosure of Data

We may disclose personal data if required:

- To comply with applicable laws, court orders, or requests from public/governmental authorities.
- To enforce the terms and conditions of our services.
- To protect the rights, safety, or property of Katakolon Plus Tours, its customers, or third parties.

9. International Data Transfers

Your data is stored on secure servers within the European Union (EEA). Should a transfer to providers outside the EEA be required, it will always be conducted under appropriate safeguards as stipulated by the GDPR (e.g., EU Standard Contractual Clauses).

10. User Responsibility

The User:

- Guarantees that they are over 18 years of age (or legally emancipated) and that the information provided is true, accurate, and up to date.
- Assumes responsibility for the accuracy of the data provided and will be held liable for any damages caused by false or inaccurate information.

11. Exercise of Rights

You have the right, at any time and free of charge, to:

- Confirm whether we are processing your personal data.
- Access your personal data.
- Rectify inaccurate or incomplete data.
- Request the erasure of your data ("right to be forgotten").
- Request the restriction of processing or the portability of your data.
- Withdraw your consent.

To exercise your rights, you can contact us at **info@katakolonplustours.com**. You also retain the right to lodge a complaint with the Hellenic Data Protection Authority (HDP - www.dpa.gr).

12. Security Measures

Katakolon Plus Tours processes your data with strict confidentiality, maintaining the duty of secrecy and applying appropriate technical and organizational security measures to prevent alteration, loss, unauthorized access, or unlawful processing.