

Privacy Policy for Eddy Rafting Austria

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Last Updated: June 20, 2025

At Eddy Rafting Austria, we are committed to protecting your personal data and your right to privacy. This Privacy Policy explains how we collect, use, store, and protect your information when you engage with our services or visit our website.

1. Who We Are

Eddy Rafting Austria is an outdoor adventure company offering rafting and related tourism activities in Austria. Our business address is:

Dornach 4, 9951 Ainet, Austria

Email: info@eddyrafting.com

Phone: **+43.650.336.8000**

2. What Information We Collect

We may collect the following types of personal information:

a. Personal Details

Full name

Email address

Phone number

Date of birth (for age verification)

Nationality

b. Booking & Payment Information

Billing address

Payment details (processed securely via third-party providers)

c. Health & Safety Information

Emergency contact

Health-related disclosures relevant for adventure activities

d. Website Usage Data

IP address

Browser type

Device information

Pages visited (via cookies and analytics tools)

3. How We Use Your Information

We use your information to:

Process and manage your bookings

Ensure participant safety

Send booking confirmations and trip details

Respond to inquiries

Improve our website and services

Send marketing communications (only with your consent)

4. Legal Basis for Processing

We process your data in accordance with the General Data Protection Regulation (GDPR), based on one or more of the following:

Consent

Contractual necessity

Legal obligation

Legitimate interest (e.g., safety, customer service)

5. Sharing Your Information

We do **not** sell your personal information. We may share your data with:

Payment processors (e.g., Stripe, PayPal)

Tour insurance providers (if required)

Local emergency services (in case of an incident)

IT or website hosting providers (under strict data protection agreements)

6. Data Retention

We retain your personal data only for as long as necessary for legal, accounting, or safety purposes. Booking and safety records may be kept for up to **7 years**.

7. Your Rights Under GDPR

You have the right to:

Access your personal data

Correct inaccurate or incomplete data

Request deletion ("right to be forgotten")

Restrict or object to processing

Withdraw consent at any time

File a complaint with a data protection authority

8. Cookies & Tracking Technologies

Our website uses cookies to enhance user experience and gather analytics. You can manage your cookie preferences through your browser settings.

9. Data Security

We implement appropriate technical and organizational measures to protect your data, including secure servers, encryption, and access controls.

10. Contact Us

If you have questions or concerns about this policy or your data, contact us at:

Email: [Insert Email]

Phone: [Insert Phone]

Address: [Insert Address]

11. Changes to This Policy

We may update this Privacy Policy from time to time. The updated version will be posted on our website with the "Last Updated" date.

Let me know if you'd like a **German version**, or if your business uses tools like Google Analytics, Mailchimp, or has a mailing list—those should be included too.