

On data protection

Our principles:

- At Excelencia en Viajes, we protect our clients' private information considering it as the customers' intangible property.
- International entities such as the European Union have established specific regulations on data protection, GDPR.

Our specific actions:

- Excelencia en Viajes ensures a wise use of the personal information already gathered in its database, regardless of its origin. Any information use is suggested considering customer satisfaction increase and ensuring a lean operation.
- Excelencia en Viajes is aware that e-mail accounts are personal information. However, in our business this information is not sensitive. Thus, unless we have another requirement from the data owner, we will include this kind of information in our data base for automatic distribution newsletters. If the data owner requires so, we will immediately erase this information from our database and will not be contacted in further occasions.
- All of our newsletters include a link in which any data owner can request their data to be erased automatically.
- Excelencia en Viajes uses utopia software to prepare quotes and reservations. Any data owner can request a report on which quotes have been done on their behalf and using their information, which will be delivered in a computer legible format. For these purposes, we offer the e-mail **info@excelenciaenviajes.com**.
- Our Sales staff will request previous permission to copy more people when any of them are working for companies within the EU, except for our international representatives, who work on behalf of Excelencia en Viajes and in that condition are part of our team.
- Excelencia en Viajes has no feasible way to know the nationality of each travel agent, except for the general impression given by the origin country of the Tour Operator or Wholesaler. If any EU Citizen wishes to abide by these regulations even working outside the EU, we kindly ask them to inform us and we will take it into account.
- The only personal information of tourist that is regularly shared with our suppliers is their names and nationalities. This is aimed to ensure the reservations are made correctly, and they will be attended in a language of their preference – when possible – and respectfully considering the protocols of their country of origin. Any of this information is to be revealed outside that relationship. Suppliers are responsible for the strictest protocol for this information.
- Considering Panamá tax regulations, Travel Excellence is not allowed to erase information on operated itineraries until 5 years after the last transaction related to the booking.
- We will not reveal any specific information about the commercial relationship with other wholesaler agency / tour operator, such as sales volume or profits.