

Pathfinder Peru Privacy Policy

Last updated: October 19, 2025

Introduction

Pathfinder Peru (Tourism Promoter) is committed to protecting and respecting the privacy of its clients and users. This Personal Data Protection Document establishes the basis on which the personal data of our clients and users is collected, processed, stored, and used in compliance with applicable data protection legislation.

Personal data we collect

We may collect and process the following personal data from our customers and users:

- a) Identification information: name, surname, identity document number, date of birth, and gender.
- b) Contact information: postal address, email address, and telephone number.
- c) Travel details: travel dates, destinations, accommodation, activity preferences, and other travel-related services.
- d) Financial details: credit or debit card information, bank account details, and billing information.
- e) Health information: allergies, medical conditions, or disabilities relevant to travel planning.

How we use your personal data

We use the personal data of our customers and users to:

- a) To process bookings, payments, and manage your relationship with us.
- b) To provide, personalize, and improve our travel services.
- c) To comply with our legal, regulatory, and compliance obligations.
- d) To communicate with you, including updates, promotions, and requests for feedback.
- e) To conduct data analysis and market research to improve our services.

Disclosure of your personal data

We may share your personal data with:

- a) External service providers, such as airlines, hotels, and transportation companies, to fulfill your reservations and provide the requested services.
- b) Payment service providers and other financial institutions, to process transactions and fulfill our contractual obligations.
- c) Government authorities and regulatory bodies, if required by law or necessary to protect our legal interests.
- d) Other third parties, with your express consent.

Security of personal data

We implement appropriate technical and organizational measures to protect your personal data against loss, unauthorized access, disclosure, alteration, or destruction.

Data retention

We retain your personal data for as long as necessary to fulfill the purposes described in this document and in accordance with applicable legal and regulatory timeframes.

Your rights regarding your personal data

You have several rights in relation to your personal data, including:

- a) Right of access: You can request a copy of the personal data we hold about you.
- b) Right to rectification: You can ask us to correct any inaccurate or incomplete personal data.
- c) Right to erasure (right to be forgotten): You can ask us to delete your personal data when it is no longer necessary for the purposes for which it was collected.
- d) Right to restriction of processing: You can ask us to restrict the use of your personal data in certain circumstances.
- e) Right to data portability: You can ask us to provide you with your personal data in a structured, commonly used, and machine-readable format, or to transmit it directly to another data controller, where technically feasible.
- f) Right to object to processing: You can object to the processing of your personal data in certain situations.
- g) Right to withdraw consent: If you have given your consent to the processing of your personal data, you can withdraw it at any time.

To exercise any of these rights, please contact us using the contact details provided in this document.

Changes to this privacy policy

We reserve the right to update or modify this privacy policy at any time. Any changes will be posted on our website and, where appropriate, you will be notified by email or through our services.

Contact information

If you have any questions or concerns about this privacy policy or the processing of your personal data, please contact us through the following means:

Pathfinder Peru Phone Numbers: Peru: +51 967 253 242 USA: +1 (904) 829-4604

Email: booking@pathfinderperu.com

Data protection authority

If you believe that the processing of your personal data infringes applicable data protection law, you have the right to lodge a complaint with the competent data protection authority. You can find information about your local data protection authority at the following link: [\[link to the country's data protection authority\]](#).

Consent for the processing of personal data

By using our services and providing us with your personal data, you agree to the processing of your data in accordance with the practices described in this privacy policy.

If you do not agree to the processing of your personal data in this way, please do not use our services or provide us with your personal data.

International data transfer

By using our services, your personal data may be transferred to and stored in countries outside your country of residence, which may have different data protection laws. By providing us with your personal data, you consent to such transfers, storage, and processing of your personal data in other countries. We will take all steps reasonably necessary to ensure that your data is processed securely and in accordance with this privacy policy.

Links to third-party websites

Our website may include links to third-party websites, plugins, and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. We recommend that you read the privacy policy of every website you visit.

Minors

Our services are not intended for minors (according to applicable local laws) and we do not intentionally collect personal data from minors. If we become aware that we have collected personal data from a minor without the consent of their parents or guardians, we will take steps to delete that information as soon as possible.

Contact

If you have any questions, comments, or requests related to this privacy policy, please feel free to contact us using the contact information provided herein. We are committed to ensuring the privacy and security of your personal data and maintaining open and transparent communication with our customers and users.

Cookies policy

Our website uses cookies and similar technologies to enhance your user experience and help us understand how you interact with our site. A cookie is a small text file that is stored on your device when you visit a website. Cookies allow us to remember your preferences, personalize content and ads, and provide social media features, among other things.

Types of cookies we use

- **Essential cookies:** These cookies are necessary for our website to function properly and cannot be disabled. They include, for example, cookies that allow you to log in to secure areas of our website or use our shopping cart.
- **Analytical and performance cookies:** These cookies allow us to recognize and count the number of visitors and see how visitors move around our website. They help us improve the way our website works, ensuring that users can easily find what they are looking for.

- **Functionality cookies:** These cookies are used to recognize you when you return to our website and allow us to personalize our content for you, greet you by name, and remember your preferences.
- **Advertising and targeting cookies:** These cookies record your visit to our website, the pages you have visited, and the links you have followed. We use this information to make our website and the advertising displayed on it more relevant to your interests.

Cookie control

You can control and manage cookies through your browser settings. However, please note that if you block all cookies, some features of our website may not be available or may not function correctly. Most browsers allow you to:

- View the cookies you have and delete them individually.
- Block third-party cookies.
- Block cookies from specific websites.
- Block all cookies.
- Delete all cookies when you close your browser.

For more information on how to manage and delete cookies, please visit the support pages for your specific browser:

- Google Chrome: <https://support.google.com/chrome/answer/95647>
- Mozilla Firefox: <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>
- Microsoft Edge: <https://support.microsoft.com/en-us/help/4468242/microsoft-edge-browsing-data-and-privacy>
- Safari:
<https://www.google.com/search?q=https://support.apple.com/guide/safari/manage-cookies-and-website-data-sfri11471/mac>
- Opera: <https://help.opera.com/en/latest/web-preferences/#cookies>

You can also find out more about cookies and how to manage them by visiting www.allaboutcookies.org.

Changes to our cookie policy

We reserve the right to make changes to our cookie policy at any time. Any changes will be posted on our website and, where appropriate, you will be notified by email or through our

services. We recommend that you periodically review this policy to stay informed of any updates.

Contact

If you have any questions or concerns about our cookie policy, please feel free to contact us using the contact information provided in this document. We are committed to ensuring a safe and enjoyable browsing experience on our website and maintaining open and transparent communication with our customers and users.

Cancellation policy

We understand that travel plans can sometimes change due to unforeseen circumstances. Our cancellation and refund policy is designed to be fair to you, us, and our service providers. Customer cancellations: If you need to cancel your booking, you must inform us as soon as possible. Unfortunately, once train tickets, entrance fees to archeological sites, and hotel rooms have been purchased, they are not refundable.

Cancellations by Pathfinder Peru: We reserve the right to cancel a tour due to force majeure, extreme weather conditions, political unrest, or any other circumstance that jeopardizes the safety of our clients and employees. In the event of a cancellation on our part, we will offer you the option of rescheduling your tour or receiving a full refund of the tour cost.

Itinerary Changes: In exceptional circumstances, we may need to make changes to the tour itinerary due to reasons beyond our control. If a significant itinerary change is required before the tour begins, we will inform you as soon as possible and offer you the option to accept the change, reschedule your tour, or cancel with a full refund.

If you have any questions or concerns about our cancellation policy, please feel free to contact us using the contact information provided in this document. We are committed to customer satisfaction and transparency in our policies.

Liability and insurance

Liability : Pathfinder Peru acts solely as an intermediary between you and service providers (transportation, accommodation, activities, etc.) and will not be liable for acts, omissions, events, or circumstances beyond our control. While we strive to carefully select our service providers, we cannot assume responsibility for the services, facilities, and operations provided by third parties.

Insurance : Pathfinder Peru does not provide travel insurance. We strongly recommend that you purchase travel insurance that covers medical expenses, repatriation, trip cancellation, lost luggage, and personal liability before your trip. Please ensure that your travel insurance covers all the activities you will participate in during your tour with us.

Health and safety : It is your responsibility to ensure you are in good physical and mental health to participate in the tour you have booked. You must inform us of any medical condition or disability that may affect your ability to participate. It is also your responsibility to ensure you are aware of vaccination requirements and have received the appropriate vaccinations before your trip.

Passports, visas, and documentation : It is your responsibility to ensure you possess a valid passport with at least 6 months validity, the necessary visas, and any other documentation required to enter Peru. Don't forget to carry your passport with you because you will need it to enter some of the archeological sites. Pathfinder Peru is not responsible for any problems that may arise due to a lack of proper travel documents. If you are a student eligible for a discount, you will need an ISIC card.

Customer conduct : You are responsible for respecting local laws and regulations, as well as the instructions of our staff and service providers. We reserve the right to exclude any customer from the tour without refund if their behavior is deemed inappropriate, dangerous, or disruptive to other customers, employees, or service providers.

By booking a tour with Pathfinder Peru, you accept and understand the terms and conditions set forth in this document and assume all responsibility for the risks associated with your participation in the tour.

If you have any questions or concerns about our liability and insurance policies, please feel free to contact us using the contact information provided in this document. We are committed to the safety, satisfaction, and well-being of our customers and employees.

Dispute resolution and applicable law

Dispute Resolution: If any dispute, controversy, or claim arises between you and Pathfinder Peru, both parties agree to attempt to resolve such dispute in good faith through amicable negotiations. If the dispute is not resolved satisfactorily through negotiations, both parties may agree to submit the dispute to mediation or arbitration.

Applicable Law and Jurisdiction: These policies and terms, as well as any dispute, controversy, or claim arising from them, shall be governed by and construed in accordance

with the laws of the country in which Pathfinder Peru is registered and operates. Both parties agree to submit to the exclusive jurisdiction of the courts of that country.

Copyright and intellectual property rights

All content on our website, including but not limited to text, images, graphics, logos, icons, photographs, videos, and designs, is the property of Pathfinder Peru or its content providers and is protected by international copyright and intellectual property laws. Reproduction, distribution, modification, public display, public communication, transformation, or any other use of the content without the prior written consent of Pathfinder Peru is strictly prohibited.

Changes to our terms and conditions

We reserve the right to make changes to our terms and conditions at any time. Any changes will be posted on our website and, where appropriate, you will be notified by email or through our services. We recommend that you periodically review these terms and conditions to stay informed of any updates.

Links to third-party websites

Our website may contain links to third-party websites. These links are provided solely for your convenience and do not imply any approval, affiliation, or endorsement by Pathfinder Peru. We have no control over the content of these websites and accept no responsibility for the content, privacy policies, or practices of those third-party websites.

Complaints and comments

We value your feedback and opinions, as they help us improve our services and ensure customer satisfaction. If you have any complaints or comments about our service, please do not hesitate to contact us using the contact information provided in this document. We will do our best to address and resolve your complaint quickly and effectively.

How to contact us

If you have any questions, comments, or concerns about our terms and conditions, privacy policy, cookie policy, cancellation and refund policy, liability and insurance, or any other matter related to our service, please feel free to contact us using the following information:

Pathfinder Peru Telephone Numbers:

- Peru: +51 967 253 242
- USA: +1 (904) 829-4604

Email: booking@pathfinderperu.com

Thank you for your interest in Pathfinder Peru and we look forward to providing you with an exceptional and unforgettable travel experience.