



Privacy Policy

Effective Date: July 9, 2026

At **Amigos Patagonia** ("Amigos Patagonia", "we", "our", or "us"), we respect your privacy and are committed to protecting your personal information. This Privacy Policy explains what information we collect, how we use it, when we share it, and your rights regarding your personal data.

By using our website or contacting us to inquire about or book our services, you agree to the practices described in this Privacy Policy.

1. Who We Are

Amigos Patagonia is a locally owned tour operator based in Punta Arenas, Chile, providing private and customized travel experiences throughout Chilean and Argentine Patagonia.

For privacy-related inquiries, please contact:

Email: info@amigospatagonia.com

2. Information We Collect

Depending on how you interact with us, we may collect the following information.

Personal Information

- Full name
- Email address
- Telephone or WhatsApp number
- Nationality
- Country of residence
- Number of travelers
- Ages of children (when relevant)
- Travel dates
- Cruise ship information
- Accommodation information



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- Emergency contact details (when necessary)
- Passport information (only when required for specific services)
- Dietary restrictions
- Medical or mobility information voluntarily provided by you for operational purposes

Payment Information

Payments are processed through secure third-party payment providers.

We do **not** store your complete credit card details.

3. Information Collected Automatically

When you visit our website, certain technical information may be collected automatically, including:

- IP address
- Browser type
- Device information
- Operating system
- Pages visited
- Time spent on pages
- Referral source
- General geographic location
- Cookies and similar technologies

This information helps us improve website performance and user experience.

4. How We Use Your Information

We use your information to:

- Respond to inquiries
- Prepare customized travel proposals
- Process reservations



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- Coordinate transportation, accommodation, and activities
 - Communicate before, during, and after your trip
 - Provide customer support
 - Process payments
 - Meet legal and regulatory obligations
 - Improve our services and website
 - Prevent fraud and unauthorized activity
 - Send marketing communications only when permitted or requested
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5. Sharing Your Information

We do not sell or rent your personal information.

We may share information only when necessary with trusted service providers involved in operating your trip, including:

- Hotels
- Transportation companies
- Local guides
- Activity providers
- National parks
- Government authorities when legally required
- Payment processors

Only the information necessary to provide the requested service is shared.

6. International Data Transfers

Because our travelers come from around the world and our operations involve multiple countries, your information may be processed or transferred outside your country of residence where necessary to fulfill your travel arrangements.



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7. Data Retention

We retain personal information only for as long as reasonably necessary to:

- Provide requested services
- Maintain business records
- Comply with legal obligations
- Resolve disputes
- Enforce agreements

When information is no longer required, it is securely deleted or anonymized where appropriate.

8. Cookies

Our website uses cookies and similar technologies to:

- Improve website functionality
- Analyze website traffic
- Remember user preferences
- Enhance browsing experience

You may disable cookies through your browser settings; however, some website functionality may be affected.

9. Analytics

We may use third-party analytics services (such as Google Analytics) to better understand how visitors use our website.

These services collect anonymous usage information and do not identify individual visitors.



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10. Marketing Communications

If you choose to subscribe to updates or request travel information, we may occasionally send:

- Travel inspiration
- New experiences
- Promotions
- Company news

You may unsubscribe at any time using the link provided in our emails or by contacting us directly.

11. Security

We implement reasonable administrative, technical, and organizational safeguards designed to protect your personal information against unauthorized access, disclosure, alteration, or destruction.

While we strive to protect your information, no method of transmission over the internet or electronic storage can be guaranteed to be completely secure.

12. Your Rights

Depending on your country of residence and applicable law, you may have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of your data
- Restrict certain processing
- Object to processing
- Withdraw consent where applicable
- Request a copy of your information where legally available

To exercise these rights, please contact us using the information provided below.



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13. Children's Privacy

Our services are intended for travelers of all ages; however, we knowingly collect personal information about children only when it is necessary to arrange travel requested by a parent, legal guardian, or authorized representative.

14. Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites. We encourage users to review the privacy policies of any external websites they visit.

15. Changes to this Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our services, legal obligations, or business practices. The revised version will be posted on this page with an updated Effective Date.

16. Contact Us

If you have questions regarding this Privacy Policy or how we handle your personal information, please contact us:

Amigos Patagonia
Punta Arenas, Chile
Email: info@amigospatagonia.com
Website: <https://www.amigospatagonia.com>

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