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BIKINGCR · OUT IN THE OPEN CR S.R.L.

Privacy Policy & Personal Data Protection

Last updated: [Insert date]

At BikingCR, we respect your privacy and are committed to handling your personal information responsibly. We collect and use personal information only when reasonably necessary to organize your trip, manage your reservation, coordinate services and communicate with you.

This Privacy Policy explains what information we collect, why we need it, how it is used and protected, and the rights you have regarding your personal information.

Legal data controller: Out in the Open CR S.R.L. **Operating brand:** BikingCR **Country of operation:** Costa Rica

1. Personal Information We Collect

Depending on the services you request and the nature of your trip, BikingCR may collect the following categories of personal information:

A. Identification & Contact Information

- Full legal name.
- Date of birth.
- Nationality.
- Passport or identification details, when required for travel arrangements.
- Email address.
- Telephone and WhatsApp number.
- Country of residence and relevant contact details.

B. Reservation & Travel Information

- Trip selected, departure date and reservation details.
- Number of participants and room-sharing preferences.
- Accommodation and transportation requirements.
- Dietary preferences or restrictions.
- Special requests and relevant travel arrangements.
- Booking history and communications relating to your reservation.

C. Payment Information

- Payment status, amounts, transaction references and payment confirmations.
- Information necessary to reconcile deposits, balances, refunds and other payments.

Online payments may be processed by an external payment provider. BikingCR does not intend to collect or store full credit or debit card numbers, security codes or other complete payment credentials.

D. Health, Safety & Insurance Information

Because mountain biking involves physical activity and inherent risks, we may collect information necessary to support participant safety, including:

- Relevant medical conditions, injuries or physical limitations.
- Allergies and dietary requirements where relevant to health or safety.
- Emergency contact details.
- Insurance provider, policy number, coverage dates and emergency assistance telephone number.
- Confirmation that the required mountain biking and medical coverage is in place.

Health information is treated as particularly confidential and is requested only to the extent reasonably necessary for safety, emergency planning and trip coordination.

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2. Why We Collect Your Information

BikingCR collects and processes personal information for specific operational and legitimate purposes, including:

- Managing reservations, deposits, payments and trip confirmations.
- Communicating booking details, departure information, itinerary updates and practical travel instructions.
- Arranging accommodation, transportation, meals and other included services.
- Verifying that participants meet the mandatory travel insurance requirements.
- Assessing relevant health and safety considerations before and during the trip.
- Preparing for emergencies and facilitating appropriate assistance if an incident occurs.
- Responding to questions, requests, complaints or changes to a reservation.
- Meeting applicable legal, accounting, tax and regulatory obligations.
- Improving our services and managing our business operations.

We will not use personal information for purposes incompatible with those explained in this policy without obtaining the required authorization or establishing another lawful basis.

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3. How We Store & Protect Your Information

BikingCR takes reasonable administrative, technical and organizational measures to protect personal information against unauthorized access, disclosure, alteration, loss or misuse.

Depending on the information and the systems used, these measures may include:

- Restricting access to personal information to authorized personnel who need it to perform their responsibilities.
- Using password-protected business accounts and systems.
- Using secure payment platforms for online transactions.
- Limiting the collection of sensitive information to what is reasonably necessary.
- Maintaining appropriate confidentiality practices for employees and service providers.
- Taking reasonable precautions when transmitting or sharing personal information electronically.

Access to health declarations, emergency contacts and insurance information will be limited to personnel who need this information for participant safety or trip operations.

Although we take reasonable precautions, no electronic storage system or method of transmission over the internet can be guaranteed to be completely secure.

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4. When We Share Your Information

To organize and deliver your BikingCR experience, it may be necessary to share certain personal information with selected third parties.

Depending on the services involved, these may include:

Hotels & Accommodation Providers

We may share participant names, rooming arrangements and relevant accommodation requests with hotels, lodges and other accommodation providers to secure and manage your stay.

Payment Processors & Financial Institutions

Online payment information is handled through the relevant payment provider and financial institutions. We may receive transaction confirmations, payment references and other information necessary to manage your booking and reconcile payments.

Transportation & Activity Providers

We may share relevant names, contact details, passenger information or special requirements with transportation companies, activity operators and other suppliers involved in delivering your trip.

Insurance Providers & Emergency Services

If necessary for an emergency, insurance verification or assistance request, relevant information may be shared with emergency responders, medical facilities, insurance companies or assistance providers.

Professional & Legal Service Providers

Where necessary, information may be shared with accountants, legal advisers, technology providers and other professional service providers who assist in operating BikingCR.

We aim to share only the information necessary for the specific service or purpose.

Service providers receiving information on our behalf are expected to handle it appropriately and confidentially. Where applicable, appropriate contractual and data protection safeguards will be used.

We do not sell, rent or trade our clients' personal information to third parties for their independent marketing purposes.

Where personal information must be transferred to or accessed from another country, we will apply the safeguards and authorization requirements required by applicable data protection law.

5. How Long We Retain Your Information

BikingCR retains personal information only for as long as reasonably necessary for the purposes for which it was collected, including reservation management, trip delivery, customer service, legal compliance and the resolution of legitimate claims.

Different types of information may need to be retained for different periods.

For example:

- **Booking and payment records:** may be retained for the periods required by applicable accounting, tax and legal obligations.
- **Travel and accommodation information:** will generally be retained only for as long as needed to organize and administer the trip, unless further retention is justified.
- **Health and emergency information:** will be retained only for as long as reasonably necessary for safety, emergency follow-up or applicable legal requirements.
- **Customer communications:** may be retained where necessary to document reservations, requests, complaints or service-related matters.
- **Marketing preferences:** will be maintained as necessary to respect your communication preferences and any withdrawal of consent.

When information is no longer necessary and no legal or other legitimate retention requirement applies, it will be securely deleted, destroyed or anonymized, as appropriate.

6. Your Rights Regarding Personal Information

Under Costa Rica's Law No. 8968, Protection of the Person against the Processing of Personal Data, and its applicable regulations, you have rights regarding the personal information held by BikingCR.

Subject to applicable law, these include the right to:

- **Access:** request confirmation of whether BikingCR holds personal information about you and obtain access to that information.
- **Rectification:** request correction or updating of information that is inaccurate, incomplete or outdated.
- **Deletion or suppression:** request the deletion of personal information where legally appropriate.
- **Confidentiality:** expect your personal information to be handled in accordance with applicable confidentiality and data protection obligations.

- **Withdraw consent:** withdraw consent for processing that depends on your consent, subject to applicable legal requirements and the consequences for services that depend on that information.

Please understand that a request to delete information does not necessarily mean that all records can be immediately erased. BikingCR may need to retain certain information to comply with legal, accounting, tax or other applicable obligations, or to establish, exercise or defend legal claims.

We will review and respond to requests in accordance with applicable law.

7. How to Exercise Your Privacy Rights

If you wish to access, correct, update or request the deletion of your personal information, or have a question about how BikingCR handles your data, please contact us:

Email: info@bikingcr.com **Company:** Out in the Open CR S.R.L. – BikingCR **Location:** Costa Rica

Please include your full name, contact details and a clear description of your request.

For your protection, we may ask you to provide reasonable proof of identity before disclosing or modifying personal information.

We will review your request and respond within the time limits established by applicable Costa Rican law.

8. Cookies & Website Technologies

Our website may use cookies and similar technologies to support website functionality, understand visitor activity, improve the browsing experience and measure website performance.

Some cookies may be provided by third-party services, such as analytics or booking platforms.

Where required, we will request your consent before using non-essential cookies or similar tracking technologies.

For additional information, please refer to our separate **Cookie Policy**.

9. Changes to This Privacy Policy

BikingCR may update this Privacy Policy from time to time to reflect changes in our services, technology, business operations or applicable legal requirements.

The latest version will be published on our website with its updated revision date.

We encourage clients to review this policy periodically.

10. Our Commitment to Your Privacy

Your trust matters to us. We collect personal information because we need it to organize your trip, look after your safety and deliver the experience we promise.

We are committed to treating your information with care, using it responsibly and respecting your rights throughout your relationship with BikingCR.

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