

## **Living Archipelago AB, terms of delivery and privacy policy**

These are Living Archipelago's terms of delivery and privacy policy. By registering for an activity, you accept the following terms and conditions.

### **PAYMENT TERMS**

The customer is obligated to acquaint him/herself with the contents and conditions of the offered tour. If the customer finds unclear information or mistakes in the information he/she has to report it to Living Archipelago before payment. A mutual contractual obligation results from customer order or acceptance of Living Archipelago's offer. The booking is official and a binding contract is made, when the customer signs up for the event and Living Archipelago receives payment for the event.

### **CANCELLATIONS TERMS (cancellation made by customer)**

A cancellation made by the participant gives the right to the following returns of the payment:

- more than 30 days before the start of the activity: 70% return
- more than 14 days before the start of the activity: 50% return
- less than 7 days before the start of the activity: no return

If the customer gets a sudden illness of health issue and gets legitimate documentation regarding the condition from a doctor, he/she will get a total refund for the event.

### **CANCELLATIONS TERMS (cancellation made by Living Archipelago)**

In an unlikely situation that Living Archipelago would have to cancel the event we highly recommend that customers keep their travel insurance up to date. Travel insurance compensates for changed travel plans in these kind of situations.

If the situation for some reason forces Living Archipelago to cancel the event as planned they will do their utmost to plan the event in a different but matching way. If this alternative doesn't work for the customer they will get a full money return for the event.

In situations where Living Archipelago does not get enough customers for the event, Living Archipelago has the right to cancel the event with prior information about this sent to the customer 30 days before the expedition. A full money return regarding Living Archipelago's fees for the event is made in such cases.

## **RENTAL TERMS**

Kayaking equipment is rented out only to persons that have the required technical and safety skills to paddle in a dynamic environment. These skills include kayak rescues, understanding of weather and cold water, kayak handling techniques and basic navigation skills.

Equipment for fishing, tools and yard games is rented out only to persons that know how to handle the equipment without harming themselves, others, the equipment itself or the environment.

If you are unsure about your skills, please ask before renting. The basic skills for use of all equipment will be offered at the start of the event. The customer is responsible for any damages to the equipment during the rental period, and will be charged for repairs and replacements should such be needed. The equipment should be cleaned, emptied and returned to its marked place after using. Living Archipelago has the right to take the equipment from the customer if it gets used in a wrong and harmful way.

## **PRIVACY POLICY**

Living Archipelago AB (we/us) respects the privacy of its customers and the visitors and users of this website.

This policy ("Privacy Statement") is intended to inform you of our policies and practices regarding the collection, use, and disclosure of any personal information we obtain about you based on your use of our website, products, or services. "Personal information" is information about you that is personally identifiable to you such as your name, address, e-mail address, phone number, and other non-public information that is associated with the foregoing.

We pay close attention to how Personal Information is used and shared, and we use Personal Information sensibly. We will not sell your Personal Information to any third party, but we may pass your information along to a third party if we feel they can better fulfill your consultation or service request.

### **User Content**

By visiting our website or using our products or services, you agree to the terms of this Privacy Statement.

You expressly consent to the processing of your Personal Information according to this Privacy Statement. Personal information may be processed by Living Archipelago AB.

### **Collection of Personal Information**

The Personal Information we gather from you helps us to learn about our customers and potential customers. We use this information to better tailor the products and services we offer.

### **Personal Information You Provide to Us**

We collect Personal Information that you submit to us voluntarily. The Personal Information we collect includes, but is not limited to, the following: name, mailing address, Web address, telephone number, e-mail address, and information contained in any e-mail or other communication you send to us or information you give to us in any other way.

### **Personal Information Collected Via Technology**

As you navigate our website, certain passive information may also be collected, including your Internet Protocol address, browser type, and operating system. We also use cookies and navigational data like Uniform Resource Locators (URL) to gather information regarding the date and time of your visit and the solutions and information for which you searched and viewed. This type of information is collected to make our solutions and services more useful to you.

### **Use of Information**

In general, Personal Information you submit to us is either to fulfill services and products you order, respond to requests that you make, process transactions, facilitate your request for a quote or to aid us in serving you better. We will not share your Personal Information with other businesses unless we feel they can better fulfill your consultation or service request, or necessary for us to perform or fulfill the products and services your order from us, or unless the business is providing products or services to us.

### **Disclosure of Personal Information**

We do not sell your Personal Information to third parties, but we may pass your information along to a third party if we feel they can better fulfill your consultation or service request.

In order to build the solutions for you, we may engage third parties to assist us, and, in connection with such assistance, we may provide them with Personal Information that you have provided and that is necessary for them to assist us.

We also use third parties to maintain and store your Personal Information and to process any payment you make to us. Generally, these parties are required not to use your Personal Information other than to provide the services requested by us.

If our company or our assets are acquired by another company, that company will possess the Personal Information collected by us and it will assume the rights and obligations regarding your Personal Information as described in this Privacy Statement.

We may disclose your Personal Information if we believe in good faith that such disclosure is necessary to (a) comply with relevant laws or to respond to subpoenas or warrants served on us; or (b) to protect and defend the rights or property of us or users of our websites or our customers' websites.

### **Links to Other Sites**

Our provision of a link to any other website location, includes websites we have created for third parties, websites we host for third parties, websites linked to in our portfolio, and content or blog is for your convenience and does signify our endorsement of such other website or location or its contents. We have no control over, do not review, and cannot be responsible for these outside websites or their content. Please be aware that the terms of our Privacy Statement do not apply to these outside websites.

### **Security**

We use reasonable measures to maintain the security of your Personal Information. Even so, technical mistakes are possible. No company, including us, can fully eliminate security risks associated with Personal Information.

Everyone customer has the right to check what data is stored about him- or herself. Enquiries about stored data, corrections to the data or removal of data should be sent to [info@livingarchipelago.fi](mailto:info@livingarchipelago.fi) . If a customer data is in the customers view in any ways misused, we strongly hope for you to contact us. It is also possible to contact the surveilling authority, the Finnish Data Protection Office.