



## **Privacy Policy for Wind Waves and Wands Vacations**

Business Name: **Loyal Treatment Travel Company Ltd. DBA Wind Waves and Wands Vacations**

At Wind Waves and Wands Vacations, your privacy is important to us. We are committed to protecting your personal information and ensuring your travel planning experience is secure, enjoyable, and worry-free. This policy outlines how we collect, use, disclose, and safeguard your personal information in accordance with the Personal Information Protection and Electronic Documents Act (PIPEDA) and the Privacy Guide for Businesses in Ontario. For guests residing outside of our provincial and international borders our agency complies with PIPEDA.

### **What Personal Information We Collect**

We collect only the personal information necessary to plan and manage your travel. This may include:

- Full name(s)
- Contact information (email address, phone number, mailing address)
- Date of birth(s)
- Passport details or other identification
- Emergency contact details
- Payment and billing information that is collected and stored in a secure system

- Travel preferences (destinations, cruise lines, stateroom categories, accessibility needs, etc.)
- Frequent flyer or loyalty program numbers
- Dietary or medical information relevant to your travel (only with consent)

## **How We Use Your Information**

We use your personal information to:

- Plan, quote, and book your travel arrangements
- Communicate with you about your booking and travel updates
- Assist with travel insurance or visa services (if requested)
- Provide customer service and support
- Send trip reminders, itinerary updates, or travel tips
- Share promotional offers or travel news (only with your consent)

We do not use your personal information for any other purpose without your explicit consent.

## **Consent and Legal Statement**

By providing us with your personal information, and/or using our website you consent to the collection, use, and disclosure of your personal information as described in this policy. You may withdraw your consent at any time by contacting us (see contact info below), though this may affect our ability to provide certain services.

By accessing any area of Wind Waves and Wands Vacations (the "Web Site") the user acknowledges this notice, and agrees to the terms and conditions, set out.

## **Children**

We do not knowingly collect or use personal data from children under 13 years of age. If we learn that we have collected data from a child under the age of 13 years of age, the personal data will be deleted as soon as possible. If a child under the age of 13 has provided us with personal data their parent or guardian may contact our privacy officer.

## **Who We Share Your Information With**

We may share your personal information with trusted third parties only as necessary to complete your travel arrangements, including: Airlines, cruise lines, tour operators, and hotel partners

- Travel insurance providers (if applicable)
- Technology providers that enable secure bookings and payment processing
- Legal or regulatory authorities, if required by law

All partners are expected to meet privacy standards that align with PIPEDA.

## **Protecting Your Information**

We protect your personal information using industry-standard security practices, including:

- Password-protected systems and secure storage
- Encrypted communication where possible
- Limiting access to authorized personnel only

We retain your personal information only as long as necessary to fulfill the purposes outlined in this policy, comply with regulatory requirements or to meet legal obligations.

## **Cookie Policy**

A cookie is a small file, stored on a user's hard drive by a website. Its purpose is to collect data relating to the users browsing habits. You can choose to be notified each time a cookie is transmitted. You can also chose to disable cookies entirely in your internet browser, but this may decrease the quality of your user experience. We do not use cookies on our site.

## **Your Rights**

You have the right to:

- Access the personal information we hold about you
- Request corrections or updates to inaccurate or incomplete data
- Withdraw your consent to the use of your information

- File a complaint with the Office of the Privacy Commissioner of Canada if you believe your privacy rights have been violated

To exercise these rights, please contact us directly.

## **Marketing & Communications**

With your express consent, we may send you promotional emails or newsletters about new travel packages, special offers, and tips. You may unsubscribe at any time using the link provided in our emails or by contacting us.

We do not sell or rent your information to third parties.

## **Changes to This Policy**


We may update this Privacy Policy as needed. Any changes will be posted on our website with an updated effective date. We encourage you to review this policy periodically.


## **Contact Us**

If you have questions, concerns, or would like to make a request regarding your personal information, please contact:

Wind Waves and Wands Vacations

 Email: [customer-care@windwaveswands.com](mailto:customer-care@windwaveswands.com)

 Phone: 416-450-4937

 Website: [www.windwaveswands.com](http://www.windwaveswands.com)