



Privacy Policy for Wind Waves and Wands Vacations

Legal Business Name: Loyal Treatment Travel Company Ltd., doing business as Wind Waves and Wands Vacations.

Effective Date: October 12, 2026

1. Our Commitment to Your Privacy

At Wind Waves and Wands Vacations, we believe that every wonderful travel experience begins with trust.

When you become part of our travel Ohana, you are trusting us with more than your vacation plans. You are sharing personal information about yourself and those travelling with you, and we take that responsibility seriously.

We are committed to protecting your privacy, respecting your choices, and handling your personal information with care, honesty and transparency.

This Privacy Policy explains how we collect, use, disclose, store and protect personal information when you contact us, visit our website, request travel services or book through one of our authorized travel advisors.

Our privacy practices are designed to comply with Canada's Personal Information Protection and Electronic Documents Act (PIPEDA), applicable provincial privacy legislation, and other privacy and data protection laws where they apply to our activities.

2. Scope of This Privacy Policy – Our Affiliated Travel Advisors

This Privacy Policy applies to Loyal Treatment Travel Company Ltd., operating as Wind Waves and Wands Vacations, and to the handling of guest personal information by all authorized travel advisors, independent contractors, and affiliated travel businesses acting on behalf of or in association with Wind Waves and Wands Vacations.

This includes, but is not limited to, advisors who:

- Are featured, listed, or promoted on the Wind Waves and Wands Vacations website or official marketing platforms.
- Operate under their own business name or Doing Business As (DBA) designation while partnering/affiliated with Wind Waves and Wands Vacations.
- Use Wind Waves and Wands Vacations branding, marketing materials, booking resources, technology, or business systems.
- Collect, access, process, or manage guest personal information in connection with travel services offered through Wind Waves and Wands Vacations.

All such advisors are expected to comply with this Privacy Policy and applicable privacy and data protection laws when handling guest information in connection with Wind Waves and Wands Vacations.

An advisor's use of a separate business name or DBA does not exempt them from the privacy and confidentiality requirements applicable to their activities conducted through Wind Waves and Wands Vacations.

Where an affiliated advisor independently operates another business or provides services outside their relationship with Wind Waves and Wands Vacations, separate privacy practices and responsibilities may apply.

2. Personal Information We Collect

To provide personalized travel planning and booking services, we may collect the following information, depending on your travel arrangements:

Personal and Contact Information

- Full legal names of travellers
- Dates of birth
- Email addresses, telephone numbers and mailing addresses
- Emergency contact information
- Passport information, citizenship details and other travel identification where required

Travel Information

- Destinations, travel dates and itinerary details
- Accommodation, cruise and transportation preferences

- Airline frequent flyer and travel loyalty membership details
- Previous bookings and relevant travel preferences
- Special occasions or celebrations you choose to share

Payment and Transaction Information

- Billing information
- Payment authorization details
- Transaction and booking records
- Payment information required to process authorized travel purchases

Payment information is handled through designated payment and booking systems, subject to applicable security requirements. We seek to limit the collection, access and retention of payment card information to what is necessary.

Accessibility, Dietary and Health-Related Information

We recognize that every traveller has unique needs.

With appropriate consent, we may collect information about:

- Accessibility requirements and mobility assistance
- Dietary restrictions and allergies
- Medical considerations relevant to travel arrangements
- Other accommodations needed to support a comfortable and inclusive travel experience

We collect sensitive information only where reasonably necessary for the services requested and apply additional care when handling it.

Website and Communication Information

When you interact with our website or online services, certain technical information may be collected, such as your IP address, browser type, device information, website activity or information submitted through online forms, depending on the technologies in use.

3. How We Use Your Information

We use personal information for legitimate travel-related and business purposes, including:

- Preparing travel quotes and recommendations
- Making and managing reservations
- Processing payments and booking authorizations
- Communicating booking confirmations, itinerary changes and important travel updates
- Assisting with travel insurance, documentation or visa-related services when requested
- Communicating with travel suppliers on your behalf
- Arranging requested accessibility or dietary accommodations
- Providing assistance before, during and after your vacation
- Responding to questions, concerns or complaints
- Maintaining required financial, regulatory and business records
- Protecting against fraud and unauthorized transactions
- Sending promotional communications where permitted by law and consistent with your consent or other lawful authorization

We will not use your personal information for unrelated purposes without obtaining any additional consent or other legal authorization required.

4. Your Consent and Choices

We believe you should understand how your information is used and have meaningful choices about its collection and disclosure.

We obtain consent in a manner appropriate to the sensitivity of the information and the circumstances.

When you request a quote or authorize a booking, certain collection, use and disclosure of your information is necessary to provide the requested services.

Where required, we will request express consent, particularly for sensitive information or purposes beyond what you would reasonably expect.

You may withdraw consent, subject to applicable legal or contractual restrictions, by contacting us.

Withdrawing consent may affect our ability to complete reservations, communicate important travel information or provide certain services.

Where consent is withdrawn, we will explain any practical or legal consequences that apply.

Merely browsing our website does not constitute blanket consent to every collection or use of personal information.

5. Children's and Family Travel Information

We are proud to help families create meaningful travel experiences and lasting memories.

Family travel arrangements frequently require information about children, including their names, ages, dates of birth, identification details and specific travel needs.

We generally collect information about children from their parent, legal guardian or another person authorized to provide that information.

For children under 13, we seek consent from a parent or guardian, except where another approach is permitted by applicable law.

For older minors, we consider their ability to provide meaningful consent and applicable legal requirements.

We do not knowingly use children's personal information for independent marketing purposes without appropriate authorization.

Information about children is collected and shared only as reasonably necessary for travel arrangements, safety, requested accommodations or other disclosed and lawful purposes.

6. Sharing Information With Travel Suppliers and Service Providers

Travel planning requires coordination with trusted travel suppliers and service providers.

Depending on your itinerary and requested services, we may share necessary personal information with:

- Airlines and transportation providers
- Cruise lines
- Hotels, resorts and accommodation providers
- Tour operators and destination management companies

- Travel insurance providers
- Ground transportation and excursion providers
- Payment processors and booking technology providers
- Authorized travel advisors and personnel supporting your reservation
- Regulatory, legal or governmental authorities where required or permitted by law

We limit the information shared to what is reasonably necessary for the relevant purpose.

Travel suppliers may have their own privacy policies and legal obligations. Once information is received by an independent supplier, that supplier may process it under its own privacy practices and applicable laws.

We encourage guests to review the privacy policies of the suppliers involved in their travel arrangements.

We do not sell or rent guest personal information to third parties for their independent marketing purposes.

7. Our Travel Advisors and Guest Confidentiality

Wind Waves and Wands Vacations works with authorized travel advisors who help create and manage personalized travel experiences.

Our advisors are expected to respect guest confidentiality and handle personal information responsibly.

Access to guest information should be limited to authorized individuals who require it to perform their duties.

Our advisors and personnel are expected to follow applicable agency privacy, confidentiality and information-security requirements.

Guest information must not be used for unauthorized personal purposes or disclosed to unrelated third parties.

We remain committed to maintaining appropriate oversight of personal information handled on behalf of our agency.

8. International Travel and Cross-Border Information Transfers

Because we arrange travel throughout the world, your personal information may need to be transferred to, accessed from or processed in countries outside Canada.

For example, a cruise line, airline, resort, insurance provider or technology service provider may operate internationally.

Privacy laws in other countries may differ from those in Canada. Information processed abroad may be accessible to courts, law enforcement or governmental authorities under the laws of that jurisdiction.

We seek to use appropriate contractual, organizational and technical safeguards when transferring personal information to service providers acting on our behalf.

Where international privacy laws impose additional requirements, we will take reasonable steps to meet those requirements.

We aim to be transparent about international information transfers that are necessary to arrange and support your travel.

9. Protecting Your Personal Information

Safeguarding guest information is an important part of our commitment to responsible travel planning.

We use administrative, technical and organizational measures appropriate to the sensitivity of the information, which may include:

- Access-controlled booking and customer management systems
- Password protection and account security controls
- Secure payment processing arrangements
- Encryption and secure communications where supported
- Limiting information access to authorized personnel
- Confidentiality expectations for advisors and service providers
- Appropriate handling of sensitive travel and identification documents
- Reviewing privacy and security concerns as they arise

Although we take reasonable precautions, no method of electronic storage or transmission can be guaranteed completely secure.

We encourage guests to avoid sending highly sensitive personal or payment information through unsecured communication channels.

10. Privacy Incidents and Data Breaches

We take suspected or confirmed privacy and security incidents seriously.

If we become aware of an incident involving personal information under our control, we will take appropriate steps to investigate, contain the incident, assess potential risks and implement corrective measures.

Where required by applicable law, we will notify affected individuals and the appropriate privacy or regulatory authorities.

We will maintain records of privacy breaches where legally required.

Our priority is to respond responsibly and protect the interests of affected guests.

11. Retention and Secure Disposal of Information

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

- Provide requested travel services
- Maintain booking and transaction records
- Support guest inquiries or resolve disputes
- Meet applicable legal, tax, accounting and regulatory obligations
- Address legitimate business requirements

Different categories of information may have different retention periods.

When personal information is no longer required, and no legal obligation requires continued retention, we will securely delete, destroy or anonymize it as appropriate.

Requests for deletion will be considered in accordance with applicable legal obligations and operational requirements.

12. Website Cookies and Online Technologies

Our website may use cookies or similar technologies to support essential website functionality, improve the visitor experience, remember preferences or measure website performance.

The specific technologies used may depend on our website platform and integrated services.

Where required by applicable law, we will provide information about non-essential cookies and obtain appropriate consent before using them.

You can manage certain cookie preferences through your browser settings or available website controls.

Disabling some cookies may affect website functionality.

We encourage visitors to review any cookie notices displayed on our website for additional information.

13. Marketing, Newsletters and Travel Inspiration

We love sharing travel inspiration, destination updates, helpful tips and special offers with our guests.

We may send promotional emails, newsletters or other commercial electronic communications where we have obtained the required consent or are otherwise permitted to do so by law.

Our marketing practices are intended to comply with Canada's Anti-Spam Legislation (CASL) and other applicable requirements.

You may withdraw your consent to marketing communications at any time by:

- Using the unsubscribe option in an applicable promotional message
- Contacting our team directly

We will process unsubscribe requests within the time required by applicable law.

Unsubscribing from promotional communications does not prevent us from sending essential communications relating to an active booking, where permitted by law.

We do not sell guest contact lists for third-party marketing.

14. Your Privacy Rights

We respect your right to understand and exercise control over your personal information.

Subject to applicable laws and exceptions, you may request to:

- Access personal information we hold about you
- Correct inaccurate or incomplete information

- Obtain information about how your personal information is used or disclosed
- Withdraw consent for certain uses or disclosures
- Request deletion of information where legally applicable
- Raise concerns or complaints about our privacy practices

Additional rights may be available under applicable international or provincial privacy laws.

For security reasons, we may need to verify your identity before processing certain requests.

We will respond within the time frames required by applicable law.

15. Guests Residing Outside Canada

Wind Waves and Wands Vacations welcomes guests from different countries and recognizes that privacy rights may vary by jurisdiction.

Where applicable, we will comply with privacy and data protection laws governing our activities, which may include requirements under the European Union's General Data Protection Regulation (GDPR), the United Kingdom's data protection framework or relevant United States state privacy laws.

Depending on the law that applies, additional rights or disclosures may be required.

Guests with questions about international privacy rights may contact our Privacy Officer.

16. Third-Party Websites and External Links

Our website and travel communications may contain links to external websites, including those operated by cruise lines, airlines, hotels, insurance providers and other travel partners.

We are not responsible for the privacy practices of independent third-party websites.

We recommend reviewing the applicable privacy policy before submitting personal information directly to another organization.

17. Updates to This Privacy Policy

We may update this Privacy Policy to reflect changes in legislation, technology, our business operations or privacy practices.

The current version will be made available on our website with an updated effective date.

Where changes materially affect how personal information is handled, we will provide additional notice or seek consent where required by law.

18. Contact Our Privacy Officer

If you have questions, concerns, requests or complaints regarding your personal information, please contact:

Wind Waves and Wands Vacations
Loyal Treatment Travel Company Ltd.
Attention: Privacy Officer

Email: customer-care@windwaveswands.com

Phone: 416-450-4937

Website: www.windwaveswands.com

We are committed to reviewing privacy concerns respectfully and responding within applicable legal time frames.

If you are not satisfied with our response, you may contact the Office of the Privacy Commissioner of Canada or another applicable privacy regulator.

Office of the Privacy Commissioner of Canada
www.priv.gc.ca

Our Promise to Our Ohana

At Wind Waves and Wands Vacations, your trust means everything to us.

We believe your travel experience should be filled with anticipation, excitement and wonderful memories—not concerns about how your personal information is handled.

Thank you for allowing us to be part of your travel journey. We are committed to treating your personal information with the same care, respect and attention that we bring to planning your vacations.

We Create Travel Experiences That Become Favourite Memories.