



**NAUTIVENT**  
PORTUGAL

# PRIVACY POLICY

Personal data, cookies and communications

This document explains how NAUTIVENT collects, uses, stores and shares personal data through [www.nautivent.pt](http://www.nautivent.pt), booking enquiries, newsletters and related customer communications.

Last updated: 22 April 2026

# 1 Controller And Contact Details

This Privacy Policy applies to the website [www.nautivent.pt](http://www.nautivent.pt), booking enquiries, newsletter subscriptions and related communications operated under the NAUTIVENT brand.

Controller	NAUTIVENT - Turismo de Aventura, Lda.
Tax / company no.	506883094
Tourism registration	RNATT no. 1144/2024
Address	Rua 20, 16, 1800-360 Lisboa, Portugal
Email	<a href="mailto:booking@nautivent.pt">booking@nautivent.pt</a>
Phone	+351 939 380 944

For privacy requests, contact us at [booking@nautivent.pt](mailto:booking@nautivent.pt) with the subject "Privacy Request". We may ask for information needed to confirm your identity before acting on a request.

## 2 Scope Of This Policy

This policy covers personal data that we collect when you:

- visit or interact with our website;
- submit a booking or contact request;
- subscribe to our newsletter;
- communicate with us by email, phone, social media or other channels;
- book, purchase or participate in a NAUTIVENT experience, gift card, promotion or event.

This policy does not control websites or platforms operated by third parties, including social media platforms, Google Maps, payment processors or other services linked from our website. Those services apply their own privacy notices.

## 3 Personal Data We Collect

### 3.1 Data You Provide Directly

Depending on how you interact with us, we may collect:

- identification and contact data, such as name, email address and phone number;
- booking enquiry data, such as selected or requested experience, preferred dates, group size, itinerary preferences, accessibility or safety-relevant requests, and message content;
- customer service communications, such as emails, phone notes, social media messages and follow-up correspondence;
- newsletter subscription data, such as email address and subscription preferences;
- payment, billing and transaction information needed to confirm bookings, issue invoices, process deposits, manage refunds or comply with accounting obligations;
- promotion or giveaway participation data where you enter a campaign, respond to a promotion or claim an offer;
- images, testimonials or social media content only where you provide it to us, tag us publicly, or give us permission to use it.

### 3.2 Data Collected Automatically

When you use our website, we or our service providers may collect technical and usage data, including:

- IP address, device identifiers, browser type, operating system and approximate location derived from technical data;
- pages visited, referring URLs, clicks, session information and interaction events;
- cookie and similar technology data, as described in Section 9.

### 3.3 Data From Third Parties

We may receive personal data from third parties where relevant to our services, for example:

- booking, payment, email or website service providers;
- social media platforms when you interact with our accounts;
- another person who books an experience on your behalf or includes you as a guest.

## 4 Why We Use Personal Data And Legal Bases

We process personal data only where we have a lawful basis under the General Data Protection Regulation (GDPR / RGPD).

Purpose	Examples	Legal basis
Booking enquiries and quotes	Responding to contact forms, tailoring proposals, confirming availability, arranging details for private tours.	Contract steps requested by you; legitimate interests in responding to enquiries.
Providing services	Managing confirmed experiences, customer communications, safety coordination, operational planning and after-service support.	Contract performance; legitimate interests; legal obligations where applicable.
Payments and accounting	Deposits, invoices, refunds, accounting records and tax compliance.	Contract performance; legal obligations.
Safety and incident management	Handling health, accessibility, emergency contact or incident information where necessary for passenger safety.	Vital interests where necessary; contract performance; legal obligations; explicit consent for special-category data where required.
Newsletters and offers	Sending updates, sailing news, promotions and exclusive offers to subscribers.	Consent, or legitimate interests where permitted for existing customers and always subject to opt-out.
Website analytics and improvement	Understanding site performance, visitor interaction and conversion of forms.	Consent where required for cookies or similar tracking; legitimate interests for strictly necessary or aggregated operational analytics where permitted.
Security and fraud prevention	Protecting the website, systems, forms and communications from abuse or unlawful activity.	Legitimate interests; legal obligations.
Legal claims and compliance	Managing disputes, enforcing terms, responding to authorities and complying with applicable law.	Legal obligations; legitimate interests; establishment, exercise or defence of legal claims.

Where processing is based on consent, you may withdraw consent at any time. Withdrawal does not affect the lawfulness of processing carried out before withdrawal.

## 5 Special Categories Of Data

We do not intentionally request sensitive personal data through our website forms. However, for safety or accessibility reasons, you may choose to share information that could reveal health, mobility or similar special-category data. We use that information only to assess and provide appropriate arrangements for your experience, and only where legally permitted, including where you have given explicit consent, where necessary to protect vital interests, or where needed for legal claims.

Please do not send unnecessary sensitive information through website forms or email.

## 6 Who We Share Personal Data With

We share personal data only where necessary for the purposes described in this policy. Recipients may include:

- website hosting, infrastructure and form handling providers, including Webflow and Vercel-hosted services;
- analytics providers, including PostHog EU, used to understand website usage and improve our website;
- email, newsletter and communication providers used to receive forms and contact customers;
- payment processors, banks, accountants and invoicing providers used to process deposits, payments, refunds and accounting records;
- crew, operational staff and service partners involved in delivering your experience;
- insurers, legal advisers, public authorities, maritime or tourism authorities where required or appropriate;
- social media platforms, only when you interact with our pages, use social features or open links to their platforms.

We do not sell personal data.

## 7 International Transfers

Some service providers may process personal data outside Portugal or the European Economic Area. Where that happens, we rely on legally recognised safeguards, such as European Commission adequacy decisions, Standard Contractual Clauses, provider data processing agreements, or other safeguards allowed by GDPR.

## 8 How Long We Keep Personal Data

We keep personal data only for as long as needed for the purposes described in this policy, unless a longer retention period is required or permitted by law.

Booking enquiries not converted	Usually up to 24 months after the last contact, unless needed for a dispute or follow-up request.
Confirmed booking and customer records	For the duration of the customer relationship and then as needed for accounting, tax, legal or insurance purposes.
Accounting and invoice records	For the statutory retention period required under Portuguese law.
Newsletter subscriptions	Until you unsubscribe or we stop operating the newsletter, plus a limited suppression record to respect opt-outs.
Website analytics data	According to the analytics provider configuration and no longer than necessary for trend analysis and site improvement.
Legal claims and incidents	For as long as necessary to manage the claim, limitation periods, insurance matters or legal obligations.

## 9 Cookies And Similar Technologies

Our website uses cookies and similar technologies for website operation, performance, analytics and user experience. These may be set by our website platform, analytics providers or embedded third-party services.

Based on the current website implementation, technologies may include:

- Webflow and related content delivery services for website delivery and form/page functionality;
- PostHog EU analytics for website usage and interaction analytics;
- third-party links or embeds such as Google Maps, Instagram, Facebook and TikTok, which may process data when you open or interact with those services.

Where legally required, we will ask for your consent before placing non-essential cookies or similar tracking technologies. You can also manage cookies through your browser settings. Blocking some cookies may affect website functionality.

## 10 Marketing Communications

If you subscribe to our newsletter or otherwise agree to receive marketing communications, we may send you sailing news, promotions, event updates and offers. You can unsubscribe at any time using the unsubscribe link in the message, where available, or by contacting [booking@nautivent.pt](mailto:booking@nautivent.pt).

Even if you opt out of marketing, we may still send non-marketing communications relating to bookings, payments, safety, service updates or legal notices.

## 11 Your Rights

Subject to the conditions and limits in GDPR and applicable Portuguese law, you may have the right to:

- access your personal data and receive information about how it is processed;
- request correction of inaccurate or incomplete data;
- request deletion of personal data;
- request restriction of processing;
- object to processing based on legitimate interests or direct marketing;
- request data portability where processing is based on consent or contract and carried out by automated means;
- withdraw consent where processing is based on consent;
- lodge a complaint with a supervisory authority.

In Portugal, the supervisory authority is the Comissão Nacional de Proteção de Dados (CNPd), available at [www.cnpd.pt](http://www.cnpd.pt).

## 12 Children

Our services are intended for adults and for bookings made by adults. We do not knowingly collect personal data directly from children for marketing or booking purposes. Where children participate in an experience, their data should be provided by a parent, guardian or responsible adult only where necessary for booking, safety or legal purposes.

## 13 Security

We use reasonable technical and organisational measures intended to protect personal data against unauthorised access, alteration, loss, misuse or disclosure. No website, email or online transmission can be guaranteed to be completely secure. If you believe your interaction with us is no longer secure, please contact us promptly.

## 14 Changes To This Policy

We may update this Privacy Policy from time to time to reflect changes in our services, website, legal obligations or data practices. The updated version will be identified by the "Last updated" date. Where changes are material, we will take appropriate steps to inform you.



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