



PRIVACY AND DATA PROTECTION POLICY

Last Update 08/09/2025

1) About Oyikil SA

We design responsible luxury travel experiences in Argentina, Chile, and Uruguay that invite travelers to discover and preserve the authentic culture, history, and natural heritage of the Southern Cone.

Our itineraries explore some of the region's most extraordinary landscapes, fostering respect for and conservation of the environment while promoting a form of tourism that safeguards the territories it visits.

We are committed to generating a positive social impact by supporting educational development in the communities where we operate. We do this through programs aimed at reducing grade repetition and school dropout rates, as well as through social and workforce reintegration initiatives that help decrease recidivism and expand life opportunities.

Oyikil ("Oyikil," "we," "us") provides travel planning and experience management services.

- Data Controller: Oyikil.
- Privacy Contact: people@oyikil.com
- Address: Catamarca 2250, Martinez. Buenos Aires Province. Argentina

2) What information we collect

We receive and store all the information you enter on our website or provide to us in another way. We collect personal data when you request a quote, confirm a trip, participate in a program, or contact us. Depending on the case, we may process:

- Identification and contact information: first name, last name, email address, phone number, nationality, date of birth.
- Travel documentation data: passport, ID number, and information required by airlines, hotels, operators, or authorities.
- Contracted service details: itineraries, bookings, preferences, and logistical requirements.
- Payment/billing information: information necessary to issue invoices and manage payments (we do not store card details if external payment gateways are used).
- Preferences and specific needs: for example, dietary requirements, mobility needs, or other requirements necessary to provide the service.
- Sensitive data (only if necessary): health information relevant to travel safety (such as allergies or conditions that providers need to be aware of). We request only the minimum information necessary.
- Communication and support: emails, messages, and customer service records.
- Website usage (if applicable): cookies or similar technologies (see Section 11).



3) How We Use Personal Data

We use personal data to:

- Provide the service: prepare quotes, make reservations, issue documentation, coordinate logistics, and provide assistance during the trip.
- Customer support: respond to inquiries, manage changes, complaints, incidents, and post-service follow-up.
- Legal compliance and security: comply with regulatory obligations, prevent fraud, and protect against claims.
- Service improvement: conduct satisfaction analysis and operational learning (minimizing the use of personal data).
- Commercial communications (only if you opt in or where legally permitted): updates, content, or future proposals.

4) How We Inform You About the Data We Collect, How Long We Keep It, How We Use It, and Whether We Share It

In addition to this public policy, when we request data to arrange or operate a trip, we may include a short notice (via email or form) summarizing: what data we collect, for what purposes, with whom it may be shared, and how you can use your rights and choices.

5) Who we share data with

We share data only when necessary to provide the service or meet a legal obligation. For example, with:

- **Travel suppliers:** hotels, transportation providers, guides, inbound operators, excursions, insurance providers, travel assistance services.
- **Partners or agencies involved in the program** (when applicable).
- **Technology services** (email, storage, CRM, operational tools).
- **Public authorities** when required by applicable regulations (e.g., immigration or legal requirements).

We do not sell databases or share information with third parties for their own marketing purposes.

6) International transfers

For international travel, some suppliers may be located outside your country. This may involve international data transfers in order to process bookings and services. In such cases, we aim to use providers with appropriate confidentiality and protection commitments.

7) How long we keep data

We retain personal data only for as long as necessary for the purposes of this policy and to comply with legal obligations. As a general rule:



- **Trip operations and post-service support:** until service delivery and administrative closure are completed.
- **Legal/accounting obligations or defense against claims:** for the periods required by applicable regulations or as long as reasonably necessary to protect rights.

Once the retention period ends, data is securely deleted or securely restricted (blocked). If a client/partner requests deletion upon closure (when possible), we carry it out and record confirmation.

8) Information security

We apply reasonable measures to protect data against unauthorized access, loss, or misuse. This includes access controls, need-to-know limitations, and digital safeguards appropriate to the type of information processed.

9) Your choices: how to decide how we use your data

You may choose options regarding the use of your data, for example:

- **Email marketing:** whether or not to receive commercial communications.
- **Contact channels:** preference for email/WhatsApp (if applicable).
- **Retention for future proposals:** authorize retention for a defined period or request deletion/restriction upon closure.
- **Testimonials or references:** authorize or decline the use of comments (without sensitive data and with your consent where required).

These choices can be exercised by replying to our support emails or writing to **people@oyikil.com**.

10) Individuals' rights (including GDPR where applicable)

Depending on your jurisdiction, you may request:

- access to your data,
- rectification,
- deletion,
- objection to processing,
- restriction,
- portability (where applicable),
- withdrawal of consent where processing is based on consent.

To exercise these rights, email **people@oyikil.com** and include your identity and request. If you reside in the European Union, these rights are interpreted in accordance with the GDPR (Regulation (EU) 2016/679). Official reference: EUR-Lex — GDPR: <https://eur-lex.europa.eu/eli/reg/2016/679/oj>



11) Cookies and analytics (if there is a website)

If we use cookies or analytics tools, this will be disclosed in a cookie notice or banner. You can configure your browser to block cookies; some site features may be affected.

12) Minors

Our services may involve accompanied minors. In such cases, we process the minimum data necessary to operate the service and under the instructions of the responsible adult or the relevant client/partner.

13) Email marketing and list building (GDPR alignment)

If we run email marketing campaigns:

- we send commercial communications only to people who have authorized them or where a lawful basis applies;
- we do not buy or rent lists;
- we record the source of consent or the enabling relationship;
- all emails include a simple unsubscribe option;
- if you request to unsubscribe, we apply it without undue delay.

Practical guidance (recognized authority): ICO — email marketing and privacy: <https://ico.org.uk/>

14) Changes to this policy

We may update this policy to reflect improvements or operational changes. The current version will be published in the same place with the updated date.