

I S L A · A G U A D A · G L A M P I N G · C O .

E X P L O R I N G · E L · M U N D O M A Y A

PRIVACY POLICY

How we collect, use, and protect your information, in plain language

Effective Date: [Date]

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ISLA AGUADA GLAMPING CO.

18°56′N · 91°18′W · Campeche · México

I. INTRODUCTION

Isla Aguada Glamping Co. respects the privacy of every guest. This policy explains what personal information we collect before, during, and after a stay, how it is used, how it is shared, and how it is protected, in compliance with Mexican federal law.

II. INFORMATION WE COLLECT

In the course of preparing for and hosting your stay, we collect the following categories of information:

- **Reservation details:** name, contact information, payment information, arrival/departure dates, and accommodation category, collected via our booking system (NewBook), directly through our Concierge & Expeditions desk, or via third-party travel platforms (OTAs) when a reservation is made through one of our distribution partners.
- **Guest Arrival Profile:** information guests voluntarily provide before arrival to personalize their stay: names and ages of all traveling in the party, mobility or accessibility considerations, the occasion for the visit, and stated intentions for the stay (rest, wellness, expedition, regenerative practice, dining). This is collected solely so the property and team can prepare appropriately ahead of arrival.
- **Payment information:** processed securely through our payment processor (Stripe) and NewBook; full card details are not retained by Isla Aguada Glamping Co. staff.
- **Correspondence:** any messages exchanged with a dedicated butler or the Concierge & Expeditions desk regarding bookings, changes, or requests.

III. HOW WE USE INFORMATION

The information collected above is used to:

- Confirm and manage reservations
- Personalize the stay according to the Guest Arrival Profile
- Process payments and deposits (including presale reservation deposits)
- Communicate about bookings, date changes, or cancellations
- Coordinate expeditions, spa treatments, and dining reservations
- Comply with legal, safety, and tax obligations
- Improve guest experience

IV. SHARING OF INFORMATION

Information is shared only as necessary with:

- Our property management system provider (NewBook)
- Our payment processor (Stripe)
- Online travel agencies (OTAs) and channel-manager partners, when a booking originates through them
- Government authorities where required by law (e.g., tax reporting, guest registration with photo ID as required for check-in)

We do not sell guest information to third parties for marketing purposes.

V. DATA RETENTION

Information is retained for as long as necessary to fulfill the purposes described above and to meet accounting, tax, and legal recordkeeping obligations under Mexican law, after which it is securely deleted or anonymized.

VI. YOUR RIGHTS (ARCO RIGHTS)

In accordance with Mexico's Federal Law on Protection of Personal Data Held by Private Parties (Ley Federal de Protección de Datos Personales en Posesión de los Particulares, LFPDPPP), guests have the right to Access, Rectify, Cancel, and Oppose (ARCO) the use of their personal data. Requests may be submitted to the Concierge & Expeditions desk.

VII. CHILDREN'S INFORMATION

The Guest Arrival Profile may include the names and ages of children traveling with a party. This information is used exclusively to prepare age-appropriate accommodations, activities, and safety measures, and is not used for any other purpose.

VIII. SECURITY MEASURES

Isla Aguada Glamping Co. maintains reasonable administrative and technical safeguards to protect guest information against unauthorized access, loss, or misuse.

IX. CHANGES TO THIS POLICY

This Privacy Policy may be updated from time to time; the effective date will be noted at the top of the document.

X. CONTACT

For any questions, requests, or concerns regarding this Privacy Policy or personal data, guests may contact the Concierge & Expeditions desk.

Your trust travels with you here; this is simply how we look after it.

XI. SUBSCRIBER INFORMATION & MARKETING SMS

We will not share or sell subscriber information with 3rd parties for their direct marketing purposes. No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

By selecting the Check Box on The Bookings Check Out Page Guests Agree to Receive Marketing SMS. Guests may receive an SMS before/during/after their stay with us. Reply STOP to Opt-Out | Reply HELP for Assistance. Standard message and data rates may apply