



PRIVACY POLICY

Legal Disclaimer

This privacy statement covers the websites owned by Grape Tours.

Grape Tours ("we" "us" "our") values the clients' and prospective clients' ("you" "your" "user") trust & experience on this site. Protecting your privacy is one of our top priorities. We also appreciate and expect the same respect from our clients.

Photography is allowed for personal use, but any documenting or recording of tours and/or services for publication or for any purposes beyond personal use must have prior written permission.

Any information shared by Grape Tours in writing, such as restaurant recommendations, recipes, and other trade secrets, shall not be photocopied or emailed to third parties by our clients. Our tours and services shall not be imitated, and our name shall not be used to label services or entities not provided and/or approved by Grape Tours.

Grape Tours collects, uses and protects the personal information you provide to us on our website, and in email correspondence. Grape Tours will only collect and use your personal information for purposes of booking tours that you have requested. In order to purchase our products or services, it is necessary for you to disclose personal information, including your name (first name and last name), email address, phone number, address (street, city, country, state/province, ZIP code). Immediately after successfully completing the booking/order process, we will send you an email with the review of the product/service you have selected. This email will also contain your booking/order number. You will receive this only once per transaction.

We use an outside credit card processing to bill users for goods and services such as Paypal or Stripe. These companies do not retain, share, store or use personal information for any other purpose.

Grape Tours could use your personal data:

- * To provide the information you request about our services
- * To fulfill your bookings
- * To confirm your purchases
- * To ensure you are correctly billed
- * To develop, improve and market our products and services by sending you follow-up questionnaires and gift vouchers

All of our user's information, not just the sensitive information mentioned above, is restricted in our offices. Only employees who need the information to perform a specific job (for example, the expert guides, customer service representative) are granted access to personally identifiable information. Furthermore, all employees are kept up-to-date on our security and privacy practices.

Grape Tours does not share your personal information with third-party organizations that are not involved in fulfilling the purchases you have made from without your consent.

The data collected by Grape Tours is kept safely within our offices only.

Rebecca Christophersen (the holder and the responsible person of personal data)

Contact: info@grape-tours.com

References:

European regulation: article 5(3) 2002/58/CE and 2009/136/CE

Italian regulation: D.lgs. n. 196 of the 30th June 2003 ("Codice in materia di protezione dei dati personali").

French regulation: [loi « informatique et libertés » du 6 janvier 1978 modifiée](#)