

Privacy Policy - Tourvance.com

The Tourvance Privacy Policy is meant to help you understand what information we collect, why we collect it, and how you can edit, update or delete your information.

Tourvance.com (hereinafter Tourvance) is a brand being used by Travel Works s.r.o., which is registered in the Register of Companies of the Municipal Court in Prague, the Czech Republic, section C, entry 310703. We connect tour guides with local businesses by using a website Tourvance.com. The website provides a solution for connecting tour guides with local businesses and make them all happier in what they do.

We want you to understand what type of information we collect for our service and how we process it. In case of doubts, you can contact us anytime using our primary e-mail address info@tourvance.com. We will answer questions shortly.

Local business

By conducting registration, you provide us with personal information including your contact name, email address, phone number and all necessary information regarding your business such as your business name, address and value added tax ID.

We collect this information to be able to reach you out by direct marketing, to inform you about the current status of your account and to provide you with Tourvance services (find out more about our Tourvance services in Tourvance Terms & Conditions).

We will not provide your information to the third party. We are responsible to keep your information safe.

If you want to edit, update or delete your information, please contact us at info@tourvance.com.

Tour guides

Tourvance is created for verified tourist guides that are either self-employed or run their own business. If your business is officially registered by local law or if you have officially incorporated business by local law within the European Union with a unique Tax ID, you can register on our website.

By conducting registration, you provide us with personal information, including your name, e-mail address, phone number and all necessary information about your business such as your business name, address and business identification ID. We reserve the right to collect both-side copies of identity cards as a proof of Tour guides' identity we do business with.

We collect this information to be able to reach you out by direct marketing, to inform you about the current status of your account and to provide you with Tourvance services (find out more about our Tourvance services in Tourvance Terms & Conditions).

We will not provide your information to the third party. We are responsible to keep your information safe.

If you want to edit, update or delete your information, please contact us at info@tourvance.com.

Third parties

Your personal information is safe with us. We will **NOT** provide it to the third party in order to capitalize on it. We use verified third party marketing tools to be able to stay in touch with you efficiently.

Direct marketing

Direct marketing is an option to reach out tour guides or business partners. It can be online or offline, via email or phone.

Administrator of personal information

Travel Works, s. r. o. (a private limited liability company), Holýšovská 2923/4, Stodůlky, 155 00 Prague 5, company registration number (IČO): 07968329, which is registered in the Register of Companies of the Municipal Court in Prague, Czech Republic, section C, entry 310703, is an administrator and processor, who takes care of your personal information. We do our best to keep your information safe.

Retention of information

We collect and manage your personal information as long as we do business together. In case of inactivity using our website application for 36 months, we delete your information automatically. However, we can keep anonymized data for statistical purposes for a lifetime of our business.

Your rights

You have a right to obtain all information about processing your personal information from us. If you are not able to find what are you looking for, please contact us. You have right to access, edit, update or delete your personal data. You have a right to open a dispute with Travel Works s.r.o. You have a right to transfer your data to another administrator. You have a right to file an Official complaint at the Office for Protection of Competition in the Czech Republic at www.uoou.cz. You can also open a dispute at appropriate office of European Union. You have a right to notice of personal data breach. The right lies in our obligation to report to you in accordance with the law the violation of the security of your personal data resulting in a high risk to your rights and freedoms.

Complaint with legal obligations

We will process your data when we have a legal obligation to do so. For example, if there is a legal process or an enforceable governmental request.

Reserved rights

We reserve the right to deny your registration, if you do not meet our conditions (for example, if you are the End Customer)