

PRIVACY POLICY

ANDEAN ADVENTURE ACADEMY

Effective date: 03/11/2026



1. Introduction

At Andean Adventure Academy (hereinafter “Andean Adventure”, “we”, or “the Agency”) we are committed to protecting your personal data and processing it in accordance with applicable Peruvian regulations, in particular: Law No. 29733, Supreme Decree No. 003-2013-JUS, Directorial Resolution No. 019-2013-JUS/DGPDP, Directorial Resolution No. 02-2020-JUS/DGTAIPD and CARE Perú’s Personal Data Protection Policy where applicable.

2. Scope

This policy applies to the processing of personal data of visitors and users of our website (<https://andeanacademy.com>), clients, students, parents and guardians, suppliers, collaborators and legal representatives or other persons related to our activities.

3. When and how we collect personal data

We collect information you provide directly and information obtained through lawful and public sources, for example:

- When you communicate with us by email or other available channels.
- When you register or participate in our programs, courses, or tours.
- If you install our apps and authorize collection of data necessary for their operation (e.g., geolocation or device data).
- When you browse our website (including cookies and similar technologies).
- If you are a partner, supplier, donor or legal representative of an entity that maintains a relationship with Andean Adventure.
- Through lawful public sources.

4. Personal data we process (required)

- Identifying data: names, surnames, type and number of identity document, home address, phone number, email, voice, image (photo or video, including CCTV and video calls), signature and electronic signature.
- Personal characteristics: marital status, date of birth, nationality, sex, age and profession.
- Children’s data: we collect and process children’s data only with prior verifiable consent from parents, guardians or legal representatives.

We rely on the information you provide being truthful, complete, accurate and up to date. You must keep it updated. We may validate or complement data from legitimate public sources in accordance with the Principle of Quality.

5. Purposes of processing

- To send information about our services and student-tailored tours in Peru.
- To manage registrations, bookings, payments, invoicing and service delivery.
- To respond to inquiries, requests, complaints and claims.
- To manage travel logistics, accommodation, insurance and emergency assistance.
- To verify identity and prevent fraud.
- To comply with legal, tax and contractual obligations.
- To improve user experience and perform statistical and administrative analysis.
- CCTV monitoring for safety of facilities, in accordance with applicable regulations.

6. Legal bases for processing

Depending on the purpose, processing is based on: contract execution, compliance with legal obligations, consent and legitimate interest, while protecting fundamental rights.

7. Sensitive data

We do not require sensitive data unless strictly necessary; in such cases we will request explicit consent and apply additional protections, except as legally permitted.

8. Retention and deletion

We will retain your data as long as necessary for the stated purposes, to meet legal obligations or to defend rights. Afterwards, data will be securely deleted or anonymized according to our policies and applicable law.

9. Information security

We implement reasonable technical, administrative and organizational measures to protect personal data against unauthorized access, loss, alteration or improper disclosure, in line with the Information Security Directive and best practices.

10. Data sharing and transfers

We may share data with service providers, public authorities and partner organizations. For international transfers we will apply appropriate safeguards in accordance with Peruvian law.

11. Cookies and similar technologies

We use cookies and similar technologies for site functionality, analytics and user experience improvement. You may manage or disable cookies in your browser; some features may be affected.

12. CCTV

Recordings in our facilities are made for safety and protection of people and property, complying with the Directive for the Processing of Personal Data by CCTV Systems. Access is restricted to authorized personnel and competent authorities; retention is limited to the strictly necessary period.

13. Communication preferences

We communicate only via email. You may unsubscribe from commercial communications using the “unsubscribe” link in our emails or by emailing privacidad@andeanacademy.com. Revocation will not affect communications necessary for service provision (booking confirmations, changes or emergency notices).

14. Data subject rights

You have the right to access, rectify, delete, request portability, object to processing, restrict processing and withdraw consent. To exercise your rights, send a request to privacidad@andeanacademy.com including: full name, ID type and number, description of the request and documents proving your identity. We will respond within the legal timeframes; if denied, we will inform you of reasons and available remedies.

15. Complaints procedure

If you consider your rights violated, in addition to contacting us, you may file a complaint with the competent Data Protection Authority in Peru.

16. Minors

Processing of minors’ data will be carried out only with prior verifiable consent from parents, guardians or legal representatives and solely for purposes compatible with the protection of the minor.

17. Policy updates

We may update this policy to reflect legal, operational or technical changes. The current version will be published on our website with the update date. For substantial changes affecting rights or purposes, we will notify via available channels.

18. Data controller and contact

Controller: Andean Adventure Academy
Company name: Suelo Sagrado S.A.C
RUC No.: 20606604921
Address: Av. Calca a Urubamba, Lamay, Cusco, Peru
Privacy and data rights email: privacidad@andeanacademy.com

19. Acceptance

By providing your personal data and/or using our services and channels, you accept the processing of such data in accordance with this Privacy Policy and the purposes described herein.