Privacy Policy

Last updated: 30 October 2026

At Slovakia Explorer, we respect your privacy and take the protection of your personal information seriously. This Privacy Policy explains how we collect, use, store and protect your personal data when you visit our website, contact us or book a trip with us.

We process personal data in accordance with the EU General Data Protection Regulation (GDPR) and applicable Slovak data protection legislation.

1. Who We Are

Slovakia Explorer is operated by:

SLOVAKIA EXPLORER s. r. o.
Mokrý Háj 98, 908 65 Mokrý Háj, Slovakia
Company Registration Number (IČO): 56 811 161
Email: sales@slovakia-explorer.com
Website: https://slovakia-explorer.com

SLOVAKIA EXPLORER s. r. o. is the data controller responsible for processing your personal information.

2. What Information We Collect

Depending on how you interact with us, we may collect:

- Personal details: Your name, nationality, date of birth and contact information.
- Booking information: Travel dates, selected trips, accommodation preferences and details of fellow travellers.
- Travel information: Passport details or other information required to arrange travel services, where necessary.
- Health and accessibility information: Dietary requirements, medical conditions, mobility needs or other relevant information you choose to share with us to help us arrange your trip safely and appropriately.
- Payment information: Billing details, payments and transaction records. Where payments are processed by an external provider, payment card information is handled according to that provider's security procedures.
- Communications: Emails, enquiries, feedback and other correspondence with our team.
- Website information: Technical information such as your IP address, browser type and website usage data, where collected through our website.

We only request information relevant to providing our services or meeting our legal obligations.

3. How We Use Your Information

We use your personal information to:

- Respond to enquiries and prepare travel proposals.
- Process bookings and organise your trip.
- Arrange accommodation, transport, guides, activities and other travel services.
- Communicate important information before, during and after your trip.
- Process payments, refunds and invoices.
- Provide assistance and respond to requests or emergencies.

- Meet legal, accounting and regulatory obligations.
- Maintain and improve our website and services.
- Send travel news and offers where you have agreed to receive them or where otherwise permitted by law.

We do not sell your personal information to advertisers or data brokers.

4. Legal Basis for Processing

- Contractual necessity: To respond to booking requests, prepare travel arrangements and provide the services you have booked.
- Legal obligations: To comply with applicable accounting, tax, consumer protection and other legal requirements.
- Legitimate interests: To manage our business, respond to enquiries, maintain security, improve our services and protect our legal interests, where these interests are not overridden by your rights.
- Consent: Where required, including for certain marketing activities, optional cookies and the processing of sensitive personal information.

Where we need to process health-related information or other special categories of personal data, we will obtain explicit consent or rely on another applicable legal basis under GDPR. You may withdraw your consent at any time, without affecting processing carried out lawfully before withdrawal.

5. Sharing Your Information

To organise and deliver your trip, we may share relevant personal information with trusted travel partners and service providers, including:

- Hotels and other accommodation providers.
- Local guides, drivers and transport companies.
- Activity providers and other travel suppliers.
- Booking, payment and IT service providers.
- Professional advisers and public authorities where legally required.

We only share information reasonably necessary for the relevant service. Some suppliers act as independent data controllers and are responsible for processing information under their own privacy policies.

6. International Data Transfers

As we organise trips in Slovakia and neighbouring countries, your information may be shared with travel suppliers in the countries included in your itinerary. Some of our technology or service providers may process personal information outside the European Economic Area (EEA).

Where such transfers take place, we use appropriate safeguards required by GDPR, such as European Commission adequacy decisions or approved contractual protections, unless another lawful transfer mechanism applies. You may contact us for further information about the safeguards relevant to your data.

7. How Long We Keep Your Information

We retain personal information only for as long as necessary for the purposes for which it was collected.

- Booking and financial records: For the periods required by applicable accounting, tax and other laws.
- Travel arrangements and correspondence: For as long as necessary to manage your trip, provide follow-up assistance and address any related legal claims.

- Enquiries that do not lead to bookings: For a limited period appropriate for responding to your request and managing related correspondence.
- Marketing information: Until you unsubscribe, withdraw consent or we no longer have a lawful reason to retain it.
- Sensitive travel information: Only for as long as necessary for the relevant travel arrangements or another lawful purpose.

When information is no longer required, we securely delete or anonymise it.

8. Cookies & Website Analytics

Our website may use cookies and similar technologies to support essential website functions, understand how visitors use our website and improve the browsing experience.

Some cookies are necessary for the website to function. Optional analytics, advertising or other non-essential cookies are used only where permitted by applicable law and, where required, with your consent.

You can manage your cookie preferences through the controls made available on our website or through your browser settings.

9. Marketing Communications

We may occasionally share news about our trips, destinations and travel experiences. Where required by law, we will only send marketing communications with your consent.

You can unsubscribe at any time by using the unsubscribe link in our emails or contacting us directly. We will respect your marketing preferences.

10. Photographs & Videos

During our trips, photographs or videos may be taken to capture travel experiences. Where we wish to use identifiable images of guests for promotional purposes, such as our website, social media or marketing materials, we will seek appropriate permission.

You may contact us if you have questions or concerns about the use of your image.

11. How We Protect Your Information

We take appropriate technical and organisational measures to protect personal information against unauthorised access, loss, misuse or disclosure. Access to personal information is limited to authorised team members and service providers who need it for legitimate business purposes.

Although we take reasonable precautions, no method of electronic storage or online transmission can be guaranteed to be completely secure.

12. Your Privacy Rights

Under GDPR, you have the right, subject to applicable legal conditions, to:

- Request access to your personal information.
- Ask us to correct inaccurate or incomplete information.
- Request deletion of your information.
- Request restriction of processing.
- Object to certain processing activities, including direct marketing.
- Request transfer of your information where data portability applies.

- Withdraw consent where processing is based on consent.
- Not be subject to certain decisions based solely on automated processing.

To exercise these rights, please contact us at sales@slovakia-explorer.com. We will respond in accordance with the time limits required by applicable data protection legislation.

You also have the right to lodge a complaint with a relevant data protection authority, including the Office for Personal Data Protection of the Slovak Republic (https://dataprotection.gov.sk).

13. Information About Other Travellers

If you provide personal information about another traveller, such as a family member or fellow guest, please ensure that they are aware of this Privacy Policy and that you are authorised to provide the information.

We may request additional information directly from individual travellers when necessary. Providing the information required for a booking may be necessary for us to arrange and deliver the requested travel services. If essential information is not provided, we may be unable to complete certain arrangements.

14. Third-Party Websites

Our website may contain links to external websites operated by third parties. We are not responsible for the privacy practices of those websites. We encourage you to review their privacy policies before providing personal information.

15. Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes in our services, legal requirements or data protection practices. The latest version will always be available on our website, together with its last updated date.

16. Contact Us

If you have any questions about this Privacy Policy or how we handle your personal information, please contact:

Slovakia Explorer
Email: sales@slovakia-explorer.com
Website: https://slovakia-explorer.com