

PRIVACY POLICY

1. Purpose of this Privacy Policy

The purpose of this Privacy Policy is to inform visitors to the website www.exploringyournature.com, participants in our nature experiences, business partners, and other individuals about how we collect, process, and protect personal data.

We respect your privacy and process your personal data carefully, responsibly, and in accordance with applicable legislation, in particular:

- Regulation (EU) 2016/679 of the European Parliament and of the Council (General Data Protection Regulation – GDPR);
- the Slovenian Personal Data Protection Act (ZVOP-2);
- other applicable legislation of the Republic of Slovenia.

This Privacy Policy explains:

- what personal data we collect;
- why we collect it;
- how long we retain it;
- with whom it may be shared; and
- your rights as a data subject.

2. Data Controller

The data controller is:

Multiverse, dejavnosti za prosti čas, Andreja Košir, s. p.
Sostrska cesta 30 B
1261 Ljubljana – Dobrunje
Slovenia

Email: andreja@exploringyournature.com

Website: www.exploringyournature.com

(hereinafter referred to as the **Data Controller**).

If you have any questions regarding the processing of your personal data, you may contact us using the email address above.

3. What Personal Data We Collect

The scope of personal data we collect depends on how you use our website and our services.

We may collect the following personal data:

Information Provided When Submitting an Enquiry or Booking

- First and last name;
- Email address;
- Telephone number;
- Postal address (where required for invoicing);
- Company name (for business customers);
- Company VAT number (where required for invoicing);
- Details of the booked experience;
- Number of participants;
- Selected date or time;
- Messages or any additional information you voluntarily provide.

Information Collected When Purchasing a Gift Voucher

When purchasing a gift voucher, we may also collect:

- Recipient's name;
- Delivery address (where applicable);
- Payment details.

Information Relevant to the Safe Delivery of Activities

For certain experiences, you may voluntarily inform us about:

- mobility limitations;
- other health-related circumstances,

if you believe such information is relevant to the safe delivery of the activity.

We process this information solely for the purpose of ensuring the safe delivery of the relevant activity and do not use it for any other purpose.

Information Collected When Subscribing to Our Newsletter

If you subscribe to our newsletter, we collect:

- Your name;
- Your email address.

This information is used exclusively to send newsletters and content related to Exploring Your Nature, including news, events, special offers, and useful information.

You may unsubscribe at any time by clicking the unsubscribe link included in each newsletter or by contacting us via email.

Automatically Collected Information

When you visit our website, certain technical information may be collected automatically, including:

- IP address;
- Browser type;
- Device type;
- Operating system;
- Date and time of your visit;
- Pages visited;
- Duration of your visit;
- Other information collected through cookies.

More information about the use of cookies can be found in the **Cookies** section of this Privacy Policy.

4. Purposes of Processing Personal Data

We process your personal data only for lawful, specific, and predefined purposes.

Your personal data is most commonly used for the following purposes:

- Responding to your enquiry;
- Preparing quotations;
- Processing bookings;
- Organising and delivering experiences;
- Issuing invoices;
- Communicating with you before and after an activity;
- Informing you of changes to dates, times, or locations;
- Handling complaints and enquiries;
- Complying with legal obligations;
- Improving the functionality and user experience of our website;
- Sending newsletters where you have provided your consent.

We do not use personal data for automated decision-making or profiling that would produce legal or similarly significant effects on individuals.

5. Legal Basis for Processing

We process personal data on the following legal bases:

Performance of a Contract

In most cases, we process personal data because it is necessary to prepare an offer, process a booking, or provide the requested service.

Compliance with Legal Obligations

Certain personal data must be retained to comply with accounting, tax, and other legal obligations.

Consent

If you subscribe to our newsletter or provide consent for another specific purpose, your personal data will be processed on the basis of your consent.

You may withdraw your consent at any time.

Legitimate Interests

In certain cases, we process personal data on the basis of our legitimate interests, including for the purposes of:

- ensuring the security of our website;
- preventing misuse or fraud;
- improving the operation and performance of our website;
- establishing, exercising, or defending legal claims.

Whenever we rely on legitimate interests, we carefully balance our interests against your rights and freedoms and process only the personal data that is strictly necessary.

Effective date of this Privacy Policy: 27 July 2026.