

PRIVACY POLICY & Use of Personal Information



PRIVACY POLICY

DeNure Tours Ltd. and DeNure Tours Inc. (DeNure Tours) use personal information to enhance the quality of services provided. The collection of personal information is consistent with recent Federal legislation, or the Personal Information Protection and Electronic Document Act ([PIPEDA](#)). The following describes what information DeNure Tours may collect, how it is used, and the safeguards in place to protect personal information.

Please note that this Privacy Policy does not apply to the practices of web-sites or companies which are not owned or controlled by DeNure Tours. Visitors to our web-site are encouraged to read through this information and review it periodically as it may change from time to time.

To learn about legal information related to the PIPEDA, visit the [Office of the Privacy Commissioner of Canada](#).

PERSONAL INFORMATION

WHAT IS PERSONAL INFORMATION?

Personal information includes, but is not limited to, name, date of birth, address, telephone number, email address, shipping information, and credit/financial information.

HOW IS PERSONAL INFORMATION COLLECTED?

Personal information may be collected for billing and ticketing purposes at the time of booking, or through voluntary disclosure so we can send publications by mail or email. Information may also be provided voluntarily when submitting comments or completing questionnaires. DeNure Tours may receive personal information about a guest from a third party, such as a travel advisor, or a friend. Consent is considered given if DeNure Tours is not contacted to decline promotional materials. How personal information is used is outlined below.

Non-personally identifiable details may be collected through the use of "cookies" stored on the computer used to access our web-site. Anonymous data such as IP address, browser type, and specific pages visited at denuretours.com may be collected. This information is used for marketing and tracking purposes to enhance and improve the online experience of visitors to our web-site.

HOW IS CONSENT OBTAINED?

To collect personal information, consent can be provided to DeNure Tours both implicitly and explicitly. Implied consent is obtained when details are given in order to request a particular service. For example, a guest provides DeNure Tours with their mailing address in order to receive a publication.

Expressed consent is obtained when details are provided in writing, as part of the booking process, or when signing up for our electronic mailing list.

Guests may choose not to provide us with their personal information or consent; however, DeNure Tours may then be unable to provide the service requested.

HOW IS PERSONAL INFORMATION USED AND PROTECTED?

DeNure Tours collects personal information for the purposes of providing up-to-date services and publications. Mailing or shipping information is used to distribute details, promotions, and news that may be of interest. Opinions and comments are used to better customize our services to our clients' tastes.



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Personal information collected at the time of booking is used to ensure that DeNure Tours has a reliable means of contacting guests for the purposes of billing, sending tickets and tour information, as well as conveying any news pertaining to the booking. This information is stored in a secure database, and can be accessed by the guest at any time as defined in PIPEDA.

Information may also be collected through surveys and questionnaires. DeNure Tours appreciates this feedback and uses this type of information to improve the quality of services offered. Personal opinions may be published in the form of testimonials, but the name of the guest will only be published with expressed consent. Survey and questionnaire information may also be used for marketing purposes to track which advertising avenues are most successful, and thus the effectiveness of reaching DeNure Tours clientele may be improved.

Personal information may be used if DeNure Tours has reasonable belief that this information could prove useful in the investigation of a contravention of law (federal, provincial, or foreign) or to protect or defend a legal interest.

Information may be categorized and summarized for statistical analysis, and in so doing, the personal information would not be associated with a specific individual.

DeNure Tours shall only collect and utilize personal information for the purposes stated above, and shall retain it only as long as required for the services guests have requested, and for a reasonable duration thereafter to meet legal obligations. Personal information will be kept confidential and secure, and will be disclosed to third parties only with expressed consent. DeNure Tours does not rent or sell customer information to any other business.

WHEN MAY PERSONAL INFORMATION BE DISCLOSED?

Disclosure of personal information by DeNure Tours to a third party will only occur under the following circumstances:

- The guest has given expressed consent to share their personal information for a designated purpose.
- Third parties are acting on behalf of DeNure Tours as agents, suppliers, or service providers to deliver the services requested. These agents are restricted by contractual controls and are required to maintain the confidentiality of personal information received, and to utilize this information solely for the purpose of providing these services.
- When required by law or an institution of authority to protect or defend a legal interest.

PROMOTIONAL MATERIAL

There are two ways to decline receiving publications from DeNure Tours:

- Individuals may opt out of mailed publications by contacting the DeNure Tours office by phone or by email, and requesting that publications no longer be sent.
- Individuals who have chosen to subscribe to email promotions can cancel this subscription at any time by clicking on the link provided in the email and following the "Unsubscribe" instructions.

ONLINE SECURITY

DATA TRANSMISSIONS

Once received, DeNure Tours protects personal information as outlined above. Since no data transmission made over the Internet is guaranteed secure, information is transmitted at the sender's risk.



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INTERNET LINKS

The DeNure Tours web-site displays links to other sites for general information that may be useful. While denuretours.com strives to link only to reputable sites, DeNure Tours accepts no responsibility, liability or control over these web-sites for content or the mechanisms used for information collection. Visitors are encouraged to examine the respective privacy policies of each site.

ACCESS TO PERSONAL INFORMATION

Contacting DeNure Tours through one of the options below will provide guests access to their personal information within the guidelines of PIPEDA.

Further, DeNure Tours will address any questions or concerns regarding this privacy policy in a timely manner under the provisions of PIPEDA. Requests may be directed to DeNure Tours by:

MAIL

DeNure Tours Ltd.
71 Mount Hope St.
Lindsay, Ontario
Canada K9V 5N5

PHONE

1-800-668-6859

FAX

(705) 324-9196

EMAIL

info@denuretours.com

INTERNET FYI

UNDERSTANDING "COOKIES"

Some web-sites will create a small text file, a "cookie", on the visitor's computer. A cookie is created to store information related to that particular site. This text file is a string of coded numbers and letters, and contains information such as the IP address, and the pages visited on that site. A website ONLY has access to the cookie it created, and not to other cookies or files on the computer. Further, a website only has access to information the visitor provides (e.g., an email address cannot be determined unless it was provided while on the site).

The internet browser (Chrome, Edge, Firefox, Safari, etc.) can be configured to accept or reject cookies, or to provide a notification when a cookie is sent. To learn how to change the cookie settings, click the "Help" menu in the browser, and search the index for "Cookies". If cookies are not allowed at all, some web-sites will provide a restricted view or may not work properly.

The following links provide more information about cookies:

[Netlingo: Cookies](#)

[How Stuff Works: What is an Internet Cookie?](#)

[Norton.com: What are Cookies?](#)

[PCMag.com: How to Control and Delete Cookies on Your Browser](#)

IP ADDRESSES

Every computer connected to the internet is assigned an Internet Protocol (IP) address. It is a unique number, generally associated with the Internet Service Provider (ISP). When visiting a web-site, the internet browser provides the web-site the IP address, so that when a request for information is made, the web-site knows to which computer the information is to be sent. Because the computer IP address comes from the internet provider, general geographic location information can be determined. This information is used by web pages to customize content according to geographic area. The following links provide more information about IP addresses:

[Netlingo: IP address](#)

[HowStuffWorks: What is an IP address?](#)

