



Polar Star Expeditions **PRIVACY POLICY**

What information is collected and why and for how long?

Polar Star Expeditions (PSE) collects information only as is required to register passengers properly on ship's manifest or land programs, to process payment of purchase and as is required to properly understand passenger needs (diet, special needs, etc.)

Information gathered includes: name, address, contact information, passport information, medical status and special needs, interests and details of payment method.

This information is kept as long as is required by regulation and the operations of the programs. Individuals may request their file to be deleted once this date has passed.

How is this protected? Who has access?

This information is stored in a locked cabinet in a locked room in a locked office. In future, this information will be stored on a protected database held on a central server that is password protected and behind a firewall.

Customer information is accessed only by the accounting, marketing and reservations departments.

How is permission granted by customer?

The customer makes the choice to share this information when they complete required registration forms. If the Privacy Consent box is checked we understand that consent is given.

Is this information shared?

This information is not shared except as is required by law or international Customs officers.

Who is the designated Privacy Officer? What is the complaint process?

The Privacy Officer (PA) is: Marketing & Sales Assistant, reporting to the Marketing & Sales Manager.

Any complaints or issues should be addressed in writing (by mail, fax or email) to the PA at head office. Receipt of communication will be the first step of the response process.

This is in accordance with Canadian Privacy Laws.