

# **PRIVACY/SECURITY POLICY**

**Last updated: August 2, 2022**

Aquaworld understands that you want to know how information about you is used and shared and knows the importance of protecting your credit card and personal information. This Privacy/Security Policy describes the Aquaworld policy for customer privacy and security. By visiting our website or using [aquaworldresort.com](http://aquaworldresort.com), you are accepting the terms described in this policy. We may modify or add to this policy from time to time, so we encourage you to review it periodically for updates.

## **Credit Card and Personal Information Security**

Aquaworld takes reasonable steps to protect your personal information using physical, electronic or procedural security measures appropriate to the sensitivity of the information in our custody or control, which may include safeguards to protect against loss or theft, as well as unauthorized access, disclosure, copying, use or modification. The Aquaworld website is equipped with Secure Socket Layer (SSL) software which means all personal data you send us (name, address, credit card information, etc.) is encrypted during the transmission process and can only be read by a limited group in our Customer Service and Finance Departments.

## **PCI Compliance**

Security of your credit card and other payment information is important to us. We meet or exceed all requirements of the Payment Card Industry Data Security Standards (PCI DSS) as established by the PCI Security Standards Council to protect your cardholder data. We employ a variety of methods, including firewalls, to keep your payment information secure.

## **Information You Provide**

Aquaworld receives, stores, and uses the information you provide us. You provide us with your name, address, phone number, email address, credit card information, and other information when you do such things as place an order, join a mailing list, request information, or make use of other aspects of our website. That information is used to communicate with you, process your order,

provide information you request, collect payment for products and services you purchase, respond to your questions, and otherwise with your consent or as permitted or required by law. We may also use this information to send you information about other products and services that you may be interested in.

### **Cookies and Links**

"Cookies" are programs we transfer to your hard drive which are alphanumeric identifiers. We use your Internet Protocol (IP) address so that our systems recognize your browser in order to help us diagnose problems and to administer our website. For example, our website uses cookies to keep track of your shopping cart and order history. We also use cookies to collect information that will educate us on such things as search engine referral, how you navigate within our website, responses to email, unique visitor identification, and product browsing and purchasing information. Such information may assist us in better understanding your interests in our website and how to better serve those interests and provide you with more personalized product offerings.

The Aquaworld website may contain links to other websites that are not directly operated by Aquaworld. These linked websites are not subject to this privacy policy. We encourage you to review the privacy policies of any linked websites for more information about the privacy practices of such sites.

### **E-mail Addresses**

We may use the email address you provide for our own promotional email marketing. You can opt out of receiving promotional emails anytime. Instructions on how to opt out can be provided upon request

### **Mailing Addresses**

Your mailing address may be added to our physical mailing list. In that event, you may receive Aquaworld promotional materials.

### **Information from Other Sources**

To the extent permitted by law, we may also receive information about you from other sources and add it to our account information. For example, we sometimes receive updated delivery and address information from our shippers or other

sources so that we can correct our records and deliver your next purchase or communication more efficiently.

### **Information Use, Disclosure, and Access**

We may be required or permitted under statute or regulation to collect, use, or disclose personal information without your consent, for example to comply with a court order, to comply with local or federal regulations or a legally permitted inquiry by a government agency, or to collect a debt owed to us. By providing us with personal information, we will assume that you consent to our collection, use, and disclosure of such information for the purposes identified or described in this privacy policy, if applicable, or otherwise at the time of collection. You may withdraw your consent to our collection, use and disclosure of personal information at any time, subject to contractual and legal restrictions and reasonable notice. Note that if you withdraw your consent to certain uses of your personal information, we may no longer be able to provide certain of our products or services. Aquaworld may establish a file of your personal information for the purposes described above, which will be maintained on our servers. Authorized employees, agents, and mandataries of Aquaworld who require access to your personal information in order to fulfil their job requirements will have access to your personal information. If you wish to make inquiries or complaints, or have other concerns about our personal information practices, you may write to us as described above or e-mail us at [info@aquaworldresort.com](mailto:info@aquaworldresort.com).

### **Children**

Aquaworld does not sell products for purchase by children. Although we sell products intended for use by children and families, those products are intended for purchase by adults.