

Privacy Policy

Privacy Policy of www.experienciamexico.mx

At Experiencia School Puerto Escondido S de R.L. de C.V. , we collect and manage user data according to the following Privacy Policy.

Data Collected

We collect information you provide directly to us. For example, we collect information when you create an account, subscribe, participate in any interactive features of our services, fill out a form, request customer support or otherwise communicate with us. The types of information we may collect include your name, email address, postal address, credit card information and other contact or identifying information you choose to provide.

We collect anonymous data from every visitor of the Website to monitor traffic and fix bugs. For example, we collect information like web requests, the data sent in response to such requests, the Internet Protocol address, the browser type, the browser language, and a timestamp for the request.

We also use various technologies to collect information, and this may include sending cookies to your computer. Cookies are small data files stored on your hard drive or in your device memory that helps us to improve our services and your experience, see which areas and features of our services are popular and count visits. We may also collect information using web beacons (also known as "tracking pixels"). Web beacons are electronic images that may be used in our services or emails and to track count visits or understand usage and campaign effectiveness.

Use of the Data

We only use your personal information to provide you the Experiencia School Puerto Escondido S de R.L. de C.V. services or to communicate with you about the Website or the services.

We employ industry standard techniques to protect against unauthorized access of data about you that we store, including personal information.

We do not share personal information you have provided to us without your consent, unless:

- Doing so is appropriate to carry out your own request
 - We believe it's needed to enforce our legal agreements or that is legally required
 - We believe it's needed to detect, prevent or address fraud, security or technical issues
- otherwise protect our property, legal rights, or that of others

Sharing of Data

We don't share your personal information with third parties. Aggregated, anonymized data is periodically transmitted to external services to help us improve the Website and service.

We may allow third parties to provide analytics services. These third parties may use cookies, web beacons and other technologies to collect information about your use of the services and other websites, including your IP address, web browser, pages viewed, time spent on pages, links clicked and conversion information.

We also use social buttons provided by services like Twitter, Google+, LinkedIn and Facebook. Your use of these third party services is entirely optional. We are not responsible for the privacy policies and/or practices of these third party services, and you are responsible for reading and understanding those third party services' privacy policies.

Opt-Out, Communication Preferences

You may modify your communication preferences and/or opt-out from specific communications at any time. Please specify and adjust your preferences.

Security

We take reasonable steps to protect personally identifiable information from loss, misuse, and unauthorized access, disclosure, alteration, or destruction. But, you should keep in mind that no Internet transmission is ever completely secure or error-free. In particular, email sent to or from the Sites may not be secure.

About Children

The Website is not intended for children under the age of 13. We do not knowingly collect personally identifiable information via the Website from visitors in this age group.

Media

If you upload images to the website, you should avoid uploading images with embedded location data (EXIF GPS) included. Visitors to the website can download and extract any location data from images on the website.

Cookies

If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

If you have an account and you log in to this site, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

If you edit or publish an article, an additional cookie will be saved in your browser. This cookie includes no personal data and simply indicates the post ID of the article you just edited. It expires after 1 day.

Embedded content from other websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

How long we retain your data

If you leave a comment, the comment and its metadata are retained indefinitely. This is so we can recognize and approve any follow-up comments automatically instead of holding them in a moderation queue.

For users that register on our website (if any), we also store the personal information they provide in their user profile. All users can see, edit, or delete their personal information at any time (except they cannot change their username). Website administrators can also see and edit that information.

What rights you have over your data

If you have an account on this site, or have left comments, you can request to receive an exported file of the personal data we hold about you, including any data you have provided to us. You can also request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes.

Changes to the Privacy Policy

We may amend this Privacy Policy from time to time. Use of information we collect now is subject to the Privacy Policy in effect at the time such information is used.

If we make major changes in the way we collect or use information, we will notify you by posting an announcement on the Website or sending you an email.

Additional information

How we protect your data

What data breach procedures we have in place

What third parties we receive data from
What automated decision making and/or profiling we do with user data
Industry regulatory disclosure requirements

WHO IS RESPONSIBLE FOR THE PROCESSING OF YOUR DATA?

Those responsible for the processing of your data is: Experiencia School Puerto Escondido S de R.L. de C.V., that operates in Puerto Escondido, Oaxaca (México)
Address :Andador Revolución #21 Sector Libertad, Adoquín 71980
Data request email: [datarequest \[a\] experienciamexico.mx](mailto:datarequest@[experienciamexico.mx])

Cancellation Policy

Agency & Experiencia

RESERVATION DONE THROUGH AN AGENCY:

The cancellation has to be done through the agency because each agency applies its own policy.

RESERVATION DONE DIRECTLY WITH EXPERIENCIA:

The cancellation policy will depend on how much in advance the client informs about the cancellation. The policy applies to any news or changes regarding the use of the service: Spanish course, surfing lesson, accommodation, transportation or any other school service.

- If the notice is given minimum 31 days in advance the school does not charge any cancellation fee. The school will in no case refund the deposit of 60 USD.
- If the notice is given with minimum 20 days in advance, 50 % of the paid total is refunded to the client.
- If the notice is given with minimum 7 days in advance, 20 % of the paid total is refunded to the client.
- If the notice is given with minimum 3 days in advance, there will be no refund to the client.
- Services are not transferable to another person, except in cases when the notice is done more than 45 days prior to arrival date.