



**EXPEDITION NORTH**  
LAND OF FIRE & ICE

## **Privacy Policy**

Privacy and security of *Expedition North* Customers are highly important and valued, therefore data, which is shared by Customer, is protected.

*Expedition North:*

- collects only data which is necessary for providing service
- stores data in a safe way
- will request permission from Customer in case specific data will need to be shared with third party

### **What information is usually requested?**

In order to provide services to a Customer, *Expedition North* will require:

- First name and last name
- Phone number
- Email address
- Credit card information

If any other information will be needed, Customer will be asked separately, if this information can be collected and if necessary, given to third party.

Information is collected via email or when filling out Customer's contact form in website. Credit card data is collected when filling out Rapyd's (payment systems) hosted payment form.

## **Why *Expedition North* requests this information?**

- in order to provide Customer with service
- to contact Customer regarding service, changes, amendments, tour start times or any other information related to trip
- to collect payment

## **How *Expedition North* process data?**

Data is processed by *Expedition North* staff members based in Iceland. Some bookings might include third party, for example, Hotel bookings, activities. In those cases, to complete booking, we will provide third party with basic personal data. If additional information will be requested in regards Customer´s personal data, Customer will be asked to give permission of sharing this information to *Expedition North* or third party. Third parties will receive this information via email.

Credit card information is processed by Rapyd ( [www.rapyd.is](http://www.rapyd.is)), who takes care of transaction processes and Customer´s data protection and user´s rights.

*Expedition North* will store data as long as there is legal requirement to do that or as long as it is needed to be done in order to provide service. For accounting purposes personal data might be stored for a period of time after delivery of service.

*Expedition North* may disclose information about Customer to others, if Company is required to do so by law or legal process or in response to lawful requests by public authorities.

## **Measures taken to protect personal data**

### **HTTPS Protocol for Secure Transmission**

Our website uses the HTTPS protocol, which ensures that sensitive user data—such as full name, email, and phone number—is encrypted during transmission from the user's browser to our backend systems. This encryption helps prevent unauthorized access and eavesdropping on data in transit.

### **Data Backups:**

We perform regular encrypted backups of all stored data, providing an additional layer of protection to maintain data integrity and ensure quick restoration if needed.

### **Firewall and Intrusion Detection Systems:**

Our systems are protected by firewalls and intrusion detection to monitor and block any unauthorized access attempts.

### **Payment System:**

For secure payment processing, our platform redirects users to Rapyd's hosted payment form. When users enter their full name and credit card information, this sensitive data is collected and securely stored within Rapyd's system. We do not store or process any credit card details on our own servers, ensuring that all payment data is managed in compliance with industry-leading security standards through Rapyd.

### **Cookies**

**Expedition North** cookies on its website to identify users, enhance browsing experience, and support further development of the site.

Cookies are small text files placed on your device by websites you visit.

Some cookies are essential for website functionality and do not require user consent; their operation is based on **Expedition North** legitimate interests in providing a good user experience and facilitating site development.

Our website utilizes both session cookies and persistent cookies. Session cookies are temporary and are deleted from your device when you close the browser. Persistent cookies remain on your device until they expire, or you delete them yourself.

#### **We use cookies for the following purposes:**

- **Remembering your preferences and settings:** To ensure the website adapts to your personal needs and provides you with a better experience.
- **Improving website performance:** To analyse usage and performance, enabling us to enhance our services and make them more efficient.
- **Gaining insights into your website usage:** To collect information on how you interact with the site, assisting us in developing and improving its content and functionality.

### **Social Media**

*Expedition North* website offers shortcut to Company's Instagram and Facebook. Customer needs to be aware that if any information (personal data) is provided in those platforms by Customer himself, it may be read, collected, and used by others who access them. To request removal of your personal data from those platforms, you have to contact us at [info@expeditionnorth.is](mailto:info@expeditionnorth.is) or remove independently, if possible. In some cases we may not be able to remove your personal information from those platforms, in which case we will let you know if we are not able to proceed with this and why. We kindly ask to be always aware of what type of information Customer is sharing in such platforms. Your

interactions with these features/platforms are governed by the privacy policy of the company providing it.

## **Links to other websites**

Links to our social platforms are:

1. [https://x.com/greg\\_vajdic?s=11&t=etGU98UmKQ9wBW31N\\_1GNQ](https://x.com/greg_vajdic?s=11&t=etGU98UmKQ9wBW31N_1GNQ)
2. <https://www.facebook.com/profile.php?id=61556289430487>
3. [https://www.instagram.com/expedition\\_north\\_?igsh=MWWycTYwcHF6ZW80ag%3D%3D&utm\\_source=qr](https://www.instagram.com/expedition_north_?igsh=MWWycTYwcHF6ZW80ag%3D%3D&utm_source=qr)

## **Customer rights**

If Customer believes that personal data is processed incorrect, it can be requested to be deleted or corrected in order to proceed with this in a proper manner. Customer has rights to contact Data Protection Agency to obtain more information regarding data protection ([www.personuvernd.is](http://www.personuvernd.is))

## **Privacy Policy amendments**

*Expedition North* keeps right to change Privacy Policy at any times and such amendment will be effective immediatly. Customer is responsible himself to follow those changes. *Expedition North* does not take any responsiblity in case Customer has not introduced himself with Privacy Policy amnedments/ changes.

## **Jurisdiction**

Privacy Policy shall be governed by the laws of Iceland. Any disputes regarding Privacy Policy issued by *Expedition North*, shall be resolved in Icelandic courts. Traveller has introduced himself with Privacy Policy and agrees to be legally, personally responsible of sharing Personal information.

Expedition North ehf

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