

Privacy Policy for Sanya, obrt za usluge

Trading name: Sanja – Tour Guide in Split

Last updated: 15.09.2026.

1. Your Privacy

I respect your privacy and take care of your personal information.

When you contact me, book a tour or use my website, I may need some of your personal information to arrange and provide the tour.

I handle your information in accordance with GDPR and applicable Croatian law.

2. Who am I?

Sanya, obrt za usluge

Trading name: Sanja – Tour Guide in Split

Split, Croatia

Email: sanja.tourguide@proton.me

Website: www.tourguideinsplit.com

3. What information do I collect?

Depending on your booking or contact with me, I may collect:

- your name;
- email address;
- phone number;
- booking details, such as date, time and number of people;
- payment information;
- information you choose to send me in a message or enquiry.

I only collect information that I need to provide and manage my services.

4. What do I use your information for?

I use your information to:

- answer your questions;
- make and manage your booking;
- contact you about your tour;
- provide the tour;
- process payments;

- issue invoices and keep records required by law;
- deal with complaints or other requests.

I do not sell your personal information.

5. Booking and Payment

I use **Setmore** to manage online bookings and **Stripe** to process card payments.

When you make a booking or payment, some of your information is shared with these services when necessary to provide their services.

Your card details are processed by Stripe. I do not store your full card details.

6. How long do I keep your information?

I keep your information only for as long as necessary to provide my services and for as long as required by law.

When I no longer need it, I will delete it or securely dispose of it.

7. Your Rights

You can contact me if you want to:

- see what personal information I have about you;
- correct information that is incorrect;
- ask me to delete your information where this is legally possible;
- ask me to limit how I use your information;
- object to certain uses of your information.

To exercise your rights, simply contact me using the email address above.

8. Complaints

If you have any concerns about how I handle your personal information, please contact me first and I will do my best to resolve the issue.

You also have the right to contact the Croatian Personal Data Protection Agency (AZOP).

9. Changes to this Privacy Policy

I may update this Privacy Policy from time to time if my services or applicable laws change.

The latest version will always be available on my website.