

Personal Data Protection

Edition 16 October 2026 | English

1. Purpose and scope

This notice provides additional information on the handling of personal data in the process of responding to cruise inquiries, arranging reservations and fulfilling related customer and legal obligations. It supplements the Privacy Policy rather than replacing it.

2. Controller

J.E.M. Trade d.o.o. | Schiavuzzijev prilaz 30, 52100 Pula, Croatia | info@croatiacruise.eu. Website: <https://cruise.croatia-istria.com>.

3. Inquiry and reservation information

Information processed may include contact details, selected programme, departure and cabin preferences, correspondence, payment information and, for confirmed bookings, passenger information necessary for the cruise operator or lawful travel requirements. Please do not include passport scans, medical details or bank-card information in a general inquiry unless specifically requested through an appropriate secure procedure.

4. Processing principles and security

We apply the principles of purpose limitation, data minimisation, accuracy, storage limitation and appropriate organisational and technical security. Access should be restricted to authorised staff and service providers. Data should not be used for unrelated advertising without an appropriate lawful basis.

5. Lawful basis and recipients

Processing may be necessary for a requested offer or contract, compliance with legal obligations, legitimate operational interests, or separately requested consent. Relevant data may be transferred to the cruise provider and providers used for communications, IT, payments and accounting, as required for these purposes. Cross-border data transfers must meet applicable GDPR requirements.

6. Data retention and access

Personal information is not kept indefinitely. Relevant retention periods depend on whether an inquiry becomes a confirmed booking and the legal rules applying to contracts and financial records. Operational retention periods must be verified and documented.

7. Your choices and rights

You may contact info@croatiacruise.eu to exercise GDPR rights, subject to statutory conditions. You may also contact AZOP, <https://azop.hr/>, regarding personal data concerns.

8. Current document

This notice should be read together with the Privacy Policy. J.E.M. Trade d.o.o. | Schiavuzzijev prilaz 30, 52100 Pula, Croatia | info@croatiacruise.eu. Version: 16 October 2026.