

PRIVACY POLICY

Too Much Tours · Bocas Getaways · toomuch.tours · bocasgetaways.com — Last updated: October 21, 2026 — Spanish and English versions of equal value

1. WHO IS RESPONSIBLE FOR YOUR DATA

The data controller is **HOUSE OF R, INC.**, a Panamanian corporation registered at Electronic Folio 743234, Mercantile Section of the Public Registry, RUC 2020220-1-743234 DV 0, operating under the trade names Too Much Tours and Bocas Getaways. We process your data under Panama's Law 81 of March 26, 2019 on Personal Data Protection and its regulations.

2. SCOPE AND LEGAL BASES

This Policy covers the data you give us through toomuch.tours and bocasgetaways.com and their forms, our emails, phones and WhatsApp, our shop on Avenida E Norte, Isla Colón, and Too Much Tours tours and Bocas Getaways trips. We process your data on these bases:

- **Your booking:** the data needed to manage and provide the service you booked.
- **Your consent:** commercial communications, only if you tick the box.
- **Your prior and express consent, given separately:** health data, such as allergies or medical conditions.
- **Our legal obligations:** tax, accounting and Panama Tourism Authority obligations.
- **Our legitimate interest:** keeping proof of your acceptance of the Terms and Conditions and the Risk Acknowledgment, and recording tour attendance.

You may withdraw your consent at any time, without retroactive effect.

3. WHAT WE COLLECT

- **Identity and contact:** name, email, WhatsApp number and nationality.
- **Booking:** tour, date or game, number of people, tour language, where you're staying in Bocas and, if you tell us, that you're Panamanian or a resident.
- **Bocas Getaways trips:** travel dates, number of travelers and preferences. If the package includes flights or accommodation, each traveler's name as it appears on the passport, passport

number and date of birth, as required by airlines and accommodations.

- **Health:** if you tell us, allergies, diets, medical conditions or pregnancy, so we can plan meals and activities safely. This data is only processed with your prior and express consent, which we ask for separately when we collect it.
- **Acceptance:** when you book online, your IP address, the server date and time, and the version of the Terms and Conditions and the Risk Acknowledgment you accepted. If you join without a booking, the form you sign at the shop.
- **Attendance:** whether you showed up for the tour.
- **Messages:** what we exchange by email or WhatsApp.
- **Technical:** aggregate site usage (pages viewed, country, browser), with no cookies.

If you book for other people, you confirm you have their permission to share their data.

4. HOW WE USE IT

- To manage and confirm your booking.
- To organize the tour or trip: groups, guides, language, flights, accommodation and meals.
- To tell you about changes, cancellations or important information about your booking.
- To answer your questions and complaints.
- To keep proof that you accepted the Terms and Conditions and the Risk Acknowledgment.
- To record attendance, to organize groups and settle payments to the guides.
- To understand who visits us and improve our services, using aggregate data.
- To send you news and offers from Too Much Tours, Filthy Friday and Bocas Getaways, only if you agree by ticking the box. These messages are sent by **HOUSE OF R, INC.**, which operates all three brands. You can opt out at any time.
- To meet legal, tax and Panama Tourism Authority obligations.

We do not use your data for other purposes without your consent.

5. WHO WE SHARE IT WITH

We don't sell or hand over your data to third parties for their own commercial purposes. We share it only with those who need it to provide the service or to comply with the law:

- Guides and transport providers for the tours, only with what your booking needs.

- Airlines, accommodations, chefs and other providers of Bocas Getaways packages, only with what your trip needs. Your health data is only shared with those who need it for your safety, with your express consent.
- Technology providers: Netlify (hosting of the sites and form processing), Microsoft 365 (email and booking storage in SharePoint), Meta's WhatsApp (messaging) and Cloudflare Web Analytics (site analytics).
- Authorities, when the law requires it.

6. TRANSFERS OUTSIDE PANAMA

Some of our technology providers, airlines and accommodations process data outside Panama. We do so when it is necessary to perform your booking and with providers that apply protection standards equal to or higher than those of Law 81 of 2019. Your health data is only stored or transferred outside Panama with your express consent.

7. COOKIES

These sites don't use advertising or tracking cookies. Our analytics doesn't set cookies in your browser.

8. PAYMENTS

These sites don't process payments. If you pay with a payment link, the link provider processes that payment directly, and **HOUSE OF R, INC.** never receives or stores your card details.

9. HOW LONG WE KEEP IT

We keep your data only as long as it is needed for the purposes in this Policy and for the periods required by tax, accounting and tourism law. Proof of your acceptance of the Terms and Conditions and the Risk Acknowledgment is kept for the period during which legal actions arising from the booking or the activity may be brought. After those periods, we delete or anonymize the data.

10. SECURITY

We apply reasonable technical and organizational measures to protect your data. Only staff and providers who need it have access, and they must keep it confidential. If we detect that your data has been taken without authorization or that its security has been compromised, we will tell you as soon as possible.

11. YOUR RIGHTS

You can ask for access, rectification, cancellation, objection and portability of your data by writing to info@hofr.world. We answer access requests within ten (10) business days and correct inaccurate data within five (5) business days. Exercising these rights is free of charge. If you think we didn't handle your request properly, you can go to Panama's National Authority for Transparency and Access to Information (ANTAI).

12. MINORS

Data about minors joining a tour or trip is provided and authorized by their parent or legal guardian, or by the adult authorized by them who makes the booking.

13. CHANGES

We may update this Policy. The current version is always on the sites with its date, and we keep previous versions.

14. LANGUAGE

This Policy is published in Spanish and in English; the English version is a faithful translation of the Spanish version and both have the same value. If there is any difference between them, the interpretation most favorable to you will apply.

15. CONTACT

HOUSE OF R, INC. · Too Much Tours · Bocas Getaways — Avenida E Norte, between 1st and 2nd Street, Isla Colón, Bocas del Toro, Republic of Panama.

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