

Privacy Policy

Edition 16 October 2026 | English

1. Who is responsible for your data?

J.E.M. Trade d.o.o., Schiavuzzijev prilaz 30, 52100 Pula, Croatia, is the controller of personal data used for its own customer inquiries, sales and related business operations. Contact: info@croatiacruise.eu. Website: <https://cruise.croatia-istria.com>.

2. Data collected

For cruise inquiries, we may receive your name, email, telephone number, departure preferences, cabin selection, number of guests and message. For confirmed reservations and required passenger arrangements, additional identification or travel information may be requested separately. Invoicing, payment records and correspondence are processed as needed for bookings and applicable legal obligations.

3. Why we process data

We use data to respond to an inquiry, prepare and perform a booking, administer payments, provide customer assistance, resolve complaints and comply with accounting and other applicable law. Depending on the purpose, legal grounds may include steps before or performance of a contract (GDPR Article 6(1)(b)), legal obligations (6(1)(c)), legitimate interests in security and preventing misuse (6(1)(f)), and separate consent for optional activities where legally required (6(1)(a)). An inquiry is not automatically consent to marketing.

4. Recipients

Information may be shared when necessary with the relevant vessel operator, passenger-service suppliers, banks, accountants, hosting/email service providers, and competent authorities where required by law. Any transfer of personal data outside the EEA must be supported by a legally appropriate transfer mechanism where required.

5. How long we keep information

Data is retained only as long as needed for its purpose and applicable legal duties. Accounting and transaction records may be subject to statutory retention periods; inquiry data should be removed after the relevant business purpose and justified retention period expire. Exact retention periods should be confirmed against the company's operational retention schedule before publication.

6. Your rights

Depending on the legal conditions, you may request access, correction, erasure, restriction or portability of your personal data and object to certain processing. Consent can be withdrawn for activities based on consent without affecting prior lawful processing. Write to info@croatiacruise.eu. You may complain to the Croatian Personal Data Protection Agency (AZOP), <https://azop.hr/>.

7. Cookies and website technologies

The website uses session-related mechanisms to support essential booking-inquiry functionality. Any non-essential analytics, advertising tracking, social media pixels or similar technologies must be accurately described in a cookie notice and managed through consent where required. This section must be checked against the live website configuration before publication.

8. Updates and contact

We may revise this notice when processing practices change. J.E.M. Trade d.o.o. | Schiavuzzičev prilaz 30, 52100 Pula, Croatia | info@croatiacruise.eu. Version: 16 October 2026.