

PRIVACY POLICY

At **Grape Escape Wine Tours Inc.**, we respect your privacy and are committed to protecting your personal information.

WHAT INFORMATION WE COLLECT

When you make a booking, purchase a gift certificate, contact us, or subscribe to receive updates, we may collect information including:

- Your name
- Email address
- Mobile phone number
- Billing information
- Pickup location and booking details
- Any information you voluntarily provide to us

HOW WE USE YOUR INFORMATION

We use your information to:

- Process and manage your reservation
- Send booking confirmations and receipts
- Contact you regarding your tour or rental
- Provide important updates about your reservation
- Improve our services
- Send promotional offers if you have chosen to receive them

SMS TEXT MESSAGE CONSENT

By providing your mobile phone number and opting in, you consent to receive SMS text messages from Grape Escape Wine Tours Inc.

These messages may include:

- Booking confirmations
- Tour reminders
- Pickup time and location reminders
- Important service updates
- Customer support responses
- Promotional offers and special events (only if you have separately agreed to receive marketing messages)

Message frequency varies depending on your bookings and preferences.

Message and data rates may apply depending on your mobile carrier.

You can opt out of SMS messages at any time by replying **STOP**. For assistance, reply **HELP** or contact our office directly.

Choosing not to receive SMS messages will not affect your reservation, although you may miss convenient reminders and important updates.

EMAIL MARKETING

If you subscribe to our newsletter or promotional emails, you may unsubscribe at any time by clicking the **Unsubscribe** link included in every email.

SHARING YOUR INFORMATION

We do **not** sell, rent, or trade your personal information.

We may share limited information only with trusted service providers that help us operate our business, such as:

- Payment processors
- Reservation and booking systems
- SMS and email service providers
- Technology providers that support our operations

These providers are required to keep your information secure and confidential.

DATA SECURITY

We take reasonable administrative, technical, and physical measures to protect your personal information against unauthorized access, disclosure, or misuse.

COOKIES

Our website may use cookies and similar technologies to improve your browsing experience, analyze website traffic, and help us understand how visitors use our website. You can manage cookie preferences through your browser settings.

YOUR PRIVACY RIGHTS

You may request access to the personal information we hold about you or ask us to correct inaccurate information by contacting us.

CONTACT US

If you have any questions about this Privacy Policy or how we handle your personal information, please contact us through the contact information provided on our website.