

Privacy notice

Website, enquiries and bookings

Articles 13 and 14 of Regulation (EU) 2016/679 (GDPR)

1. Controller and contact details

The data controller is **MARINER S.A.S. DI USALA ROSA & C.**, operating as Fuorirotta Charter. VAT number: **IT01630940912**.

Registered office: Via Biriala 44, 08040 Baunei (NU), Italy.

Operating address: Lungomare Monte Santo no. 7, Santa Maria Navarrese, 08040 Baunei (NU), Italy.

Email: info@fuorirottacharter.it

Certified email (PEC): marinersas1@legalmail.it

Telephone: [+39 327 197 1394](tel:+393271971394)

2. Scope of this notice

This notice covers fuorirottacharter.it in all its language versions, enquiries received by email, telephone, WhatsApp and the Marina chat, and the management of bookings and excursions. External platforms provide their own information about processing they carry out independently.

3. Categories and sources of data

Browsing: IP address, date and time, requested resources, request outcome, browser, device and operating system, and referring page if sent by your browser. These data are generated by connections to the website and its integrated services.

Enquiries and support: name, contact details, messages and attachments you choose to provide; technical conversation identifiers are also processed in the chat. Please send only information relevant to your enquiry.

Bookings: selected service and date, contact details, participants and requested organisational information, booking reference, billing data, amounts and transaction status. Payment instrument details are processed by the payment services used in the checkout.

Data come from you, from someone booking on behalf of other participants or from an intermediary. Anyone providing other participants' data must be entitled to do so and share this notice with them. The controller provides the information required by Article 14 within one month of collection and, if earlier, at the first communication or first disclosure to another recipient, subject to the exceptions set out in law.

Why we use data and how long we keep them

4. Purposes, legal bases and retention

Website operation and security. The legitimate interest in keeping the website available and preventing misuse is the basis under Article 6(1)(f) GDPR. Ordinary logs are retained for up to 30 days; records relevant to an incident may be kept for the time needed to investigate it and protect legal rights.

Enquiries and support. Article 6(1)(b) applies to steps you request before entering a contract and to contractual performance; Article 6(1)(f) covers the legitimate interest in managing other incoming communications. Enquiries are kept for up to 24 months after closure, unless they form part of booking or dispute records.

Bookings, excursions, payments and refunds. The basis is Article 6(1)(b) for the contracting customer, and Article 6(1)(f), the interest in organising the service, for participants who are not parties to the contract. Operational data are kept until the service and related procedures are complete; afterwards, only data needed for legal obligations or the protection of legal rights are retained within the applicable periods.

Tax and accounting duties. The basis is Article 6(1)(c). Accounting records and documents subject to Article 2220 of the Italian Civil Code are kept for 10 years from the last entry; any further periods required by law remain applicable.

Disputes and requests from authorities. The basis is Article 6(1)(f) to establish, exercise or defend legal claims, or Article 6(1)(c) where a legal duty applies. Retention is limited to relevant data and to the duration of proceedings and applicable limitation periods.

Data no longer needed are deleted or anonymised. Legitimate interests must be balanced against your rights, and you may object in the circumstances described in section 11. Any additional purpose requires an appropriate legal basis and the information required by the GDPR.

5. Required and optional information

Data essential to answer your enquiry, make a booking, provide the service and meet legal duties are necessary: without them, we may be unable to handle your request or booking. Other data are optional. Optional consent may be refused or withdrawn without affecting services that do not depend on it. The rules for health data and non-essential technologies are explained in sections 9 and 10.

Recipients and external services

6. Who may receive data

Within their respective roles, data may be processed by authorised staff, hosting, email and IT support providers, booking and payment services, professional advisers and insurers. Data may be disclosed to authorities and public bodies where required by law. They are not intended for public dissemination.

Providers acting on the controller's behalf must be appointed under Article 28 GDPR; other recipients act as independent controllers for their own purposes. You can request information about recipients and their roles using the contact details in section 1.

7. Services used on the website

bookingkit. The bookingkit GmbH component provides the booking process and collects technical, booking and transaction data. The payment providers actually available and their terms are identified in the checkout. [bookingkit notice for customers](#).

Marina / PUNKU.AI. The chat uses PUNKU GmbH to process messages and technical data and generate responses with artificial intelligence systems. The model providers used depend on the service configuration. [PUNKU privacy notice](#).

Google Maps and Google Fonts. Maps and fonts are loaded from Google: the connection sends technical data, including your IP address. Maps may use identifiers depending on the service and browser configuration. [Google privacy notice](#).

jsDelivr. This content delivery network supplies resources for the chat component and receives technical request data, including your IP address. [jsDelivr privacy notice](#).

WhatsApp and external links. If you choose WhatsApp, it processes your telephone number, messages and usage data under its [privacy policy for the European region](#). Links to social networks and review platforms lead to websites covered by their respective notices. You can also contact us by email or telephone.

8. Transfers outside the European Economic Area

External services may involve processing outside the EEA, including in the United States. Where applicable, transfers must rely on an adequacy decision (Article 45 GDPR) or Article 46 safeguards, such as standard contractual clauses and supplementary measures where necessary. The EU-US framework applies only to certified recipients and covered processing. Contact the controller to learn which safeguards apply to your data or to obtain a copy.

Cookies, chat and special information

9. Cookies and browser storage

Cookies and similar technologies can store or read information on your device. Technologies strictly necessary to transmit a communication or provide a service expressly requested by the user do not require consent under Article 122 of the Italian Privacy Code.

Chat preference: the website uses the localStorage entry **frcPunkuClosedHintSeen**, with the value 1, to remember that the chat prompt has been dismissed. It contains no conversation text, has no automatic expiry in the code and remains until site data are cleared or the browser removes it.

External components: maps, chat and checkout connect to their providers when loading or in use and may use cookies or other device storage. A connection transmits technical data even without cookies. The purposes, duration and controls of providers' technologies are described in the notices linked in section 7 and in the service interfaces.

Non-essential technologies, including profiling, advertising and non-exempt analytics, require prior, freely given, specific and withdrawable consent. Visiting, scrolling or reading this notice does not give consent. Refusal and withdrawal must be as easy as acceptance; this notice does not replace obtaining consent where required.

You can delete cookies and site data or restrict them through your browser settings, which may affect requested functions. These controls do not replace the controller's or providers' consent management duties.

10. Automated chat, health data and children

Marina is an automated assistant. Responses may contain errors: check availability and terms in the checkout or with staff. The chat is informational and is not intended to make solely automated decisions producing legal or similarly significant effects under Article 22 GDPR. Do not send credentials, identity documents, full payment details or health information in the chat.

Allergies and accessibility needs: provide only indispensable information through direct contact. Processing health data to handle a specific request normally requires explicit consent (Articles 6(1)(a) and 9(2)(a)); voluntarily sending a message does not replace it. Withdrawal may prevent us from addressing the need. Data are deleted after the service unless another lawful basis applies, for example to defend a legal claim. In emergencies, Article 9(2)(c) applies only under its stated conditions, including inability to give consent.

Children: bookings must be handled by an adult. Only data necessary for the service should be supplied for participants under 18; those with parental responsibility may exercise rights within the limits of the law.

Your rights and how to exercise them

11. Control over your data

In the circumstances and within the limits of Articles 15-22 GDPR, you can obtain confirmation of processing, access to and a copy of your data, correct inaccurate information, complete incomplete information, and request erasure or restriction of processing.

Portability: where automated processing is based on consent or a contract, you can receive the data you provided in a structured, commonly used and machine-readable format and request their transmission to another controller, where technically feasible.

Objection: you can object to processing based on legitimate interests for reasons relating to your particular situation. The controller stops processing unless there are overriding compelling legitimate grounds or processing is needed to establish, exercise or defend legal claims. You can always object to direct marketing, if carried out, without giving reasons.

Withdrawal of consent: you can withdraw consent at any time without affecting the lawfulness of previous processing. Merely reading this document does not constitute consent.

12. Requests, time limits and complaints

Write to info@fuorirottacharter.it, to the certified email address marinersas1@legalmail.it, or to the registered office in section 1. Specify the right you wish to exercise and information that will help locate your data. Additional identification information may be requested only if there are reasonable doubts about your identity.

A response is provided without undue delay, normally within one month. For complex or numerous requests, this may be extended by two further months; you will be informed of the extension and its reasons within the first month. Exercising your rights is free; for manifestly unfounded or excessive requests, the GDPR allows a reasonable fee or a reasoned refusal.

You may complain to the [Italian Data Protection Authority \(Garante\)](#) or the supervisory authority where you habitually live, work or where the alleged infringement occurred. You also retain the right to seek a judicial remedy. You do not have to contact the controller first.

13. Processing methods and security

Processing may use IT systems and paper records, with access limited to those who need it for the stated purposes. The controller must adopt technical and organisational measures appropriate to the risk under Article 32 GDPR and limit data, access and retention to what is necessary.

Legal references

[Regulation \(EU\) 2016/679 \(GDPR\)](#); Italian Legislative Decree 196/2003 as amended, including Article 122; [Garante guidelines on cookies and other tracking technologies of 10 June 2021](#).