

Privacy Policy - Route & Relax

Route & Relax respects your privacy and handles your personal data with care. This policy explains what information may be collected, how it is used, and your rights under the GDPR (General Data Protection Regulation).

1. Who is responsible for your data?

Route & Relax

Eenmanszaak (sole proprietorship)

Owner: Dominika Paulina Janzowska

Location: Rosmalen ('s-Hertogenbosch), The Netherlands

Email: routenrelax@routenrelax.com

2. What personal data do I collect?

Depending on the service you use, I may collect:

- Name
- Email address
- Departure point or preferred start location
- Destination or selected trip
- Trip length or preferred travel style
- Travel preferences and interests
- Information about your travel group (for example adults, children, pets)
- Driving preferences (for example preferred drive length, stops, vehicle type)
- Accommodation preferences
- Budget information (if relevant)
- Optional notes you choose to include
- Order and payment-related reference information

Only information necessary to provide the service is requested.

3. How is your data used?

Your data may be used to:

- deliver a premade trip product
- provide a custom adjustment to an existing trip
- prepare a full custom trip on request
- contact you about your order or service request
- provide customer support
- keep internal business records
- improve the service in a general or anonymised way

Your personal data is not used for marketing unless you have given explicit consent.

4. Who can access your data?

Your data is primarily accessed by the business owner of Route & Relax.

Where necessary, limited data may also be processed by trusted service providers used to operate the business, such as:

- website hosting providers
- email providers
- payment providers
- secure storage or form processing tools

These providers only process data as needed for their service.

Route & Relax does not sell, rent, or trade your personal information to advertisers or unrelated third parties.

Data may also be disclosed where legally required, for example to tax authorities or other competent authorities.

5. Payments

Payments are handled through external payment providers, such as Mollie.

Route & Relax does not store full payment card or bank payment details itself.

Payment providers process personal and transaction data according to their own privacy and security policies.

6. How long is your data stored?

- Order, questionnaire, and trip-related data may be stored for up to 12 months, for support, follow-up, or repeat adjustments.
- Financial and invoice data may be stored longer where legally required for tax or accounting purposes.
- You may request deletion earlier where legally possible.

7. Where and how is your data stored?

Route & Relax takes reasonable steps to protect your data, including:

- password-protected systems
- limited access
- data minimisation
- careful handling of customer information

Data may be processed within the European Economic Area and, where relevant service providers require it, may also be processed outside it under applicable legal safeguards.

Route & Relax does not intentionally collect special category personal data unless you choose to provide it yourself.

8. Your rights under GDPR

You may at any time request to:

- access your personal data
- correct inaccurate data
- delete your data, where legally possible
- restrict or object to certain processing
- withdraw consent, where processing is based on consent
- receive a copy of your data
- file a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens)

You will normally receive a response within 30 days.

9. Contact

For questions, correction requests, deletion requests, or privacy concerns:

Route & Relax

Rosmalen ('s-Hertogenbosch), The Netherlands

Email: routenrelax@routenrelax.com