

Retreateam – Privacy Policy

Last Updated: June 11th, 2025

Retreateam – sole proprietor no. 301483384 (“the Company”, “we”) respects the privacy of its users, clients, and service participants. This policy outlines how we collect, use, store, and protect your personal information.

1. Information Collected

When registering for a retreat, contacting us, or using our website, we may collect the following information:

- 1.1. Identifying information: name, national ID, passport number, date of birth, gender.
- 1.2. Contact details: phone number, address, email.
- 1.3. Identification documents: photo of ID card, passport, or driver’s license.
- 1.4. Payment information: payment method, amount, transaction date (credit card details are not stored in our system).
- 1.5. Medical information: health declaration, allergies, medical limitations, and medical approvals as required.
- 1.6. Preferences: accommodation, food, transportation, group preferences.
- 1.7. Technical data: IP address, device type, browser, cookies.

Use of our services constitutes consent to the processing of your personal information in accordance with this policy and subject to the laws of the State of Israel.

2. Purposes of Data Use

- 2.1. Registration and operation of the retreat.
- 2.2. Coordination of services with third-party providers (accommodation, flights, transfers, etc.).
- 2.3. Communication with the participant.
- 2.4. Billing and payments.
- 2.5. Service analysis and improvement.
- 2.6. Compliance with legal requirements and legal protection.

3. Sharing Information with Third Parties

We may share personal information with the following parties, only as needed:

- 3.1. Operational service providers (such as hotels, airlines, transfers, etc.).
- 3.2. Payment processing companies.

- 3.3. Medical professionals in case of emergency.
- 3.4. Legal advisors and authorized regulatory authorities, if required.

We will not share your personal information for commercial purposes with third parties without your consent.

4. Data Security

The Company implements reasonable measures to protect your personal information, including:

- 4.1. Restricted access.
- 4.2. SSL encryption of website traffic.
- 4.3. Secure storage environments.

However, the use of the internet involves inherent risks, and the user acknowledges and accepts this risk.

5. Data Retention

- 5.1. We retain personal information for as long as necessary to provide services, for legitimate business purposes, and in accordance with legal requirements.
- 5.2. Business-related information (such as payment records) will be retained as required by law (e.g., 7 years under Israeli tax regulations).
- 5.3. You may request to access, correct, or delete your information by contacting us in writing at: hello@retreateam.com

6. Cookies and Technical Data

Our website uses cookies for functionality, analytics, and personalization purposes. You may choose to block cookies through your browser settings; however, doing so may affect your user experience.

7. Transfer of Information Abroad

The Company may transfer personal information to service providers located outside of Israel (including countries outside of Europe and the United States), solely for the purpose of providing travel-related services, and subject to a reasonable and acceptable level of data security.

8. International Scope

The Company operates from Israel. We may provide services to clients outside of Israel (including residents of the U.S. and Europe). In such cases, we may consider reasonable alignment with applicable local privacy regulations; however, we do not undertake full compliance with any foreign regulatory requirements unless such requirements are legally binding upon us.

9. Policy Updates

The Company reserves the right to update this Privacy Policy from time to time. The updated version will be published on our website only.

10. Contact Us

For any questions or requests regarding privacy, you may contact us via email at: hello@retreateam.com