

Privacy Policy for Pura Vida Agency

Last updated: June 2026

At Pura Vida Agency, we value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, use our services, or communicate with us.

By using our website and services, you agree to the practices described in this Privacy Policy.

Adapted from the reference policy provided by the user.

Interpretation and Definitions

Interpretation

Words with capitalized initials have meanings defined under the conditions below. These definitions apply whether they appear in singular or plural form.

Definitions

For the purposes of this Privacy Policy:

- **Agency / Company / We / Us / Our** refers to **Pura Vida Agency**, operating in Costa Rica.
- **Website** refers to:
<https://www.puravidaagency.info>
- **Service** refers to the Website and all related hospitality, concierge, vacation rental, tourism, and property management services provided by Pura Vida Agency.
- **Personal Data** means any information that identifies or can identify an individual.
- **Usage Data** refers to information collected automatically while using the Website.
- **Cookies** are small files placed on your device to improve your browsing experience.

- **Device** means any device capable of accessing the Website, including computers, mobile phones, or tablets.
 - **Service Providers** means third-party companies or individuals that assist us in operating the Website, processing payments, analytics, customer communications, or delivering services.
 - **You / User** means the individual accessing or using the Website or Services.
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Collecting and Using Your Personal Data

Types of Data Collected

Personal Data

While using our Website or contacting us, we may collect certain personal information, including but not limited to:

- Full name
 - Email address
 - Phone number
 - Reservation details
 - Property preferences
 - Travel information
 - Payment-related information
 - Identification documents when required for bookings or local regulations
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Usage Data

Usage Data is collected automatically when using the Website.

This may include:

- IP address
- Browser type
- Browser version

- Pages visited
 - Time and date of visits
 - Time spent on pages
 - Mobile device information
 - Diagnostic and analytics data
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Tracking Technologies and Cookies

We use cookies and similar technologies to:

- Improve website performance
- Analyze website traffic
- Remember user preferences
- Enhance user experience
- Support marketing and advertising campaigns

Types of cookies we may use include:

Essential Cookies

Necessary for the operation of the Website and security purposes.

Functionality Cookies

Help remember your preferences and settings.

Analytics Cookies

Used to understand how visitors interact with our Website.

You may disable cookies through your browser settings; however, some portions of the Website may not function properly.

Use of Your Personal Data

Pura Vida Agency may use your Personal Data for the following purposes:

- To provide and manage our services

- To process reservations and inquiries
 - To communicate with you
 - To provide customer support
 - To improve our Website and services
 - To send promotional communications, offers, and updates
 - To comply with legal obligations in Costa Rica
 - To prevent fraud and ensure security
 - To manage business operations and analytics
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Sharing of Personal Information

We may share your information in the following situations:

With Service Providers

Including payment processors, booking platforms, marketing providers, and analytics services.

With Business Partners

When necessary to provide tourism, transportation, concierge, or hospitality services.

Legal Requirements

If required by Costa Rican law, regulatory authorities, or legal proceedings.

Business Transfers

In the event of a merger, acquisition, or sale of assets.

We do **not** sell your personal information to third parties.

Retention of Personal Data

We retain personal data only as long as necessary for:

- Service fulfillment
- Legal compliance

- Tax and accounting obligations
 - Dispute resolution
 - Internal business operations
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International Data Transfers

Your information may be processed or stored outside Costa Rica through trusted third-party providers or cloud-based services.

By using our Website, you consent to such transfers where applicable.

Your Rights

You may request to:

- Access your personal data
- Correct inaccurate information
- Delete your personal information
- Withdraw consent for marketing communications

To exercise these rights, please contact us using the information below.

Security of Your Information

We implement commercially reasonable security measures to protect your personal information.

However, no electronic transmission or storage system is completely secure, and we cannot guarantee absolute security.

Children's Privacy

Our services are not directed toward children under 13 years of age.

We do not knowingly collect personal information from minors without parental consent.

Third-Party Links

Our Website may contain links to external websites or booking platforms.

We are not responsible for the privacy practices or content of third-party websites.

We encourage users to review their privacy policies separately.

Changes to This Privacy Policy

We may update this Privacy Policy periodically.

Any updates will be posted on this page along with the revised “Last updated” date.

Continued use of the Website after changes constitutes acceptance of the updated Privacy Policy.

Contact Us

If you have questions regarding this Privacy Policy, you may contact us at:

Pura Vida Agency

Website: <https://www.puravidaagency.info>

Email: [Insert official agency email]

Costa Rica