



Barka Lea Tomaž Cerar s.p., Spodnji Hotič 22 c, 1270 Litija, Slovenia

PRIVACY POLICY

This Privacy Policy explains how your personal data is collected, used, and protected when you use our website and booking services or purchase tickets online.

1. Company Information

The data controller responsible for processing your personal data is:

Barka Lea Tomaž Cerar s.p.
Spodnji Hotič 22 c
1270 Litija
Slovenia

Phone: +386 41 270 950

Email: barka.ljubljana@gmail.com

If you have questions about this Privacy Policy or the processing of your personal data, please contact us using the details above.

2. Information We Collect

When you make a booking, purchase a ticket, or contact us, we may collect the following information:

- Full name
- Email address
- Phone number
- Booking details (date, number of passengers, selected tour)
- Order or ticket number
- Payment amount, payment status, and transaction reference
- Information relating to booking changes, cancellations, or refunds
- Billing or invoice information, where required

Providing the required data is necessary to process your booking or ticket purchase. Without this information, we cannot complete your reservation, process your purchase, or issue your ticket.



3. *How We Use Your Information*

We use your personal data only for the following purposes:

- Process and confirm bookings
- Send booking confirmations and service information
- Provide customer support
- Process online ticket purchases and confirm payments
- Issue and send electronic tickets
- Process booking changes, cancellations, and refunds
- Issue invoices and maintain legally required accounting records
- Comply with applicable legal obligations

4. *Legal Basis for Processing*

Personal data required to manage reservations, process ticket purchases, issue tickets, provide the service, and process requested changes or refunds is processed because it is necessary to perform a contract or take steps at your request before entering into a contract.

Invoice, payment, accounting, and tax information is processed and retained where this is necessary to comply with applicable legal obligations.

5. *Online Ticket Purchases and Payments*

Online payments are processed through the Bankart Payment Gateway using a Hosted Payment Page.

During the payment process, you are securely redirected to Bankart's payment environment, where you enter your payment card details directly.

Barka Lea Tomaž Cerar s.p. does not receive or store your complete payment card number, card security code, PIN, or payment authentication credentials.

We may receive limited transaction information, such as the payment amount, payment status, payment method, date of payment, and transaction reference. This information is used to confirm the payment, connect it with your order, issue your ticket and invoice, process refunds, and maintain legally required accounting records.

Bankart, the acquiring bank, your card issuer, card schemes, and other payment service providers may process personal data where this is necessary to complete the payment and comply with their legal, security, and regulatory obligations.



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6. Data Sharing

We do not sell or rent your personal data.

We may share personal data with trusted service providers where this is necessary to process your booking or ticket purchase. These providers may include payment processors, banks, booking and ticketing service providers, email service providers, website hosting providers, and accounting service providers.

We may also disclose personal data to competent public authorities where this is required by law.

Service providers that process personal data on our behalf may process it only for the agreed purposes and must apply appropriate security and confidentiality measures.

7. Data Retention

We retain personal data only for as long as necessary to fulfil bookings and ticket purchases, provide customer support, process refunds, resolve complaints or disputes, and comply with legal obligations.

8. Your Rights (GDPR)

Under the General Data Protection Regulation (GDPR), and subject to the conditions and limitations provided by law, you have the right to:

- Access your personal data and receive a copy of it
- Request correction of inaccurate or incomplete personal data
- Request deletion of your personal data
- Request restriction of processing
- Object to the processing of your personal data, where applicable
- Request the transfer of your personal data to another provider, where applicable

These rights are not absolute. For example, we may be required to retain certain information to comply with accounting or tax legislation or to establish, exercise, or defend legal claims.

You may exercise your rights by contacting us at:

Email: barka.ljubljana@gmail.com

Phone: +386 41 270 950

Address: Barka Lea Tomaž Cerar s.p., Spodnji Hotič 22 c, 1270 Litija, Slovenia



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You also have the right to lodge a complaint with the Information Commissioner of the Republic of Slovenia:

Information Commissioner of the Republic of Slovenia
Dunajska cesta 22
1000 Ljubljana
Slovenia

Email: gp.ip@ip-rs.si

Phone: +386 1 230 97 30

9. Cookies

Our website uses essential cookies that support the booking and payment process, website security, and basic functions. These cookies are necessary and do not require your consent.

If you give your consent, we also use Google Analytics 4, provided by Google Ireland Limited, to understand how visitors find and use the website and to improve the booking experience. Google Analytics may collect information about pages viewed, interactions, the source of a visit, approximate location, browser and device, and cookie identifiers. We do not send Google your name, email address, or payment card details.

Google Analytics may use the `_ga` cookie and a cookie whose name begins with `_ga_`. These cookies may remain on your device for up to two years. User-level and event-level analytics data is retained for up to 14 months. Google may process data outside the European Economic Area using safeguards required by data protection law.

Analytics cookies are not activated unless you accept them. You can reject them and continue to use the website, and you can change or withdraw your choice at any time through the cookie settings. We do not use marketing cookies.

10. Security

We take appropriate technical and organisational measures to protect your personal data from unauthorised access, loss, misuse, alteration, or disclosure.

11. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on this page.

Last updated: 04.08.2026