

PRIVACY POLICY

Sabalo Lodge – Costa Rica

Last updated: 8 October 2026

1. Introduction

At Sabalo Lodge, we respect your privacy and are committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and share personal information when you visit our website, contact us, submit an inquiry, book accommodation or activities, or stay at Sabalo Lodge.

We collect only the information reasonably necessary to provide our services, communicate with guests and operate our business.

2. Data Controller and Contact Information

Legal business name: Sabalo Dreams S.R.L.

Business name: Sabalo Lodge

Location: Sábalo de Sierpe, Osa, Puntarenas, Costa Rica

Email: sabalodreams@gmail.com

Sabalo Dreams S.R.L. is responsible for determining the purposes and means of processing personal information in connection with Sabalo Lodge.

For questions about privacy or requests concerning your personal information, please contact us at the email address above.

3. Personal Information We Collect

Depending on your interaction with us, we may collect:

- Your first name or full name when needed for a booking or service.
- Your email address and telephone number, when provided.
- Travel dates, number of guests and accommodation preferences.
- Information about requested or booked tours, transportation and activities.
- Information you voluntarily provide about dietary requirements, accessibility needs or other relevant preferences.
- Booking, payment and transaction information.
- Messages and correspondence with our team.
- Photographs or videos taken during activities or on the property.
- Security camera recordings and incidental images captured by wildlife cameras.
- Website usage information collected through Google Analytics, subject to applicable consent requirements.

We do not request sensitive personal information unless it is necessary for a specific service or voluntarily provided by you.

4. How We Use Your Information

We use personal information to:

- Respond to inquiries and provide information about Sabalo Lodge.
- Prepare offers and manage accommodation reservations.
- Arrange transportation, tours, guides and other requested services.
- Communicate with guests before, during and after their stay.
- Accommodate relevant guest requirements.
- Process payments and maintain business records.
- Protect the safety of guests, employees and property.
- Comply with applicable legal and regulatory obligations.
- Understand website usage and improve our online services.
- Use photographs or videos for promotional purposes where an appropriate legal basis exists, including consent when required.

Submitting an inquiry does not automatically subscribe you to marketing newsletters.

5. Legal Bases for Processing

Where the General Data Protection Regulation (GDPR) applies, we process personal information on the following legal bases, as appropriate:

Contractual necessity: To respond to booking requests and provide accommodation, transportation and activities.

Legitimate interests: To manage relevant communications, operate our business and protect guests, employees and property, provided those interests are not overridden by individual rights.

Legal obligations: To comply with applicable accounting, tax, tourism and other legal requirements.

Consent: Where consent is required, including for certain promotional uses of identifiable photographs, optional marketing communications and non-essential website cookies.

Consent may be withdrawn at any time without affecting the lawfulness of processing carried out before withdrawal.

6. Sharing Information with Employees and Service Providers

Authorized Sabalo Lodge employees may access personal information when necessary to perform their duties.

When guests book activities or services provided by third parties, we may share the information reasonably necessary to organize those services.

These third parties may include:

- Local boat operators and transportation providers.
- Independent guides and tour operators.
- Providers of excursions to Corcovado National Park, Isla del Caño and other destinations.
- Local partners, including Don Jorge, when involved in a guest's booking.

Information shared may include guest names, number of participants, booking dates, relevant contact details and specific requirements necessary for the requested service.

We share only the information reasonably necessary for the service.

Some external providers may act as independent data controllers and may have their own privacy practices.

We also use technology and communication providers, including Google and Meta, to receive inquiries, communicate with guests and manage our operations.

We do not sell personal information.

7. Facebook and Instagram Lead Forms

When you submit an inquiry through a Sabalo Lodge advertisement on Facebook or Instagram, we may receive information you choose to provide, such as your first name, email address and travel preferences.

We use this information to:

- Respond to your inquiry.
- Provide information about accommodation, experiences and activities.
- Help you plan a possible visit to Sabalo Lodge.

Submitting an inquiry does not automatically subscribe you to promotional newsletters.

Meta may process information according to its own privacy policies.

8. Photography and Video During Guest Activities

Photographs and videos may be taken during excursions, activities and visits to Sabalo Lodge.

Some images may incidentally include guests or other individuals.

We distinguish between photography for operational or personal purposes and photography intended for public promotion.

When identifiable guests are featured in promotional materials, including our website, social media or advertising, we obtain an appropriate legal basis and seek consent where required.

Guests may decline promotional photography without affecting their accommodation or participation in activities.

Guests may contact us to request the review or removal of an identifiable photograph or video, subject to applicable legal requirements.

9. Security Cameras

Sabalo Lodge uses security cameras in designated areas to help protect guests, employees and property.

Security camera recordings are retained for **30 days**, unless a particular recording must be preserved for a legitimate incident investigation or legal obligation.

Access to recordings is restricted to authorized persons with a legitimate operational need.

Security cameras are not intended to monitor guests in private accommodation or bathroom areas.

10. Wildlife Cameras and Camera Traps

Sabalo Lodge uses wildlife cameras and camera traps to observe and document animals in their natural rainforest habitat.

These cameras are intended for wildlife observation, not for monitoring guests or employees.

Automated wildlife cameras are configured to recognize people and exclude recordings of them from storage.

Traditional camera traps may occasionally capture images of people. These images are automatically deleted when memory cards are processed, approximately every three months. The memory cards are then cleared.

Images of identifiable people are not intentionally included in our wildlife archive or published as wildlife content.

Wildlife photographs and recordings are archived indefinitely for documentation, observation, educational and conservation-related purposes.

Selected wildlife images and videos may be published on the Sabalo Lodge website and other communication channels.

Where a wildlife recording contains identifiable personal information, it is handled in accordance with applicable privacy requirements.

11. How Long We Keep Personal Information

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected or as required by applicable law.

Our retention practices include:

- **Security camera recordings:** 30 days, subject to justified exceptions.
- **Incidental images of people captured by traditional wildlife camera traps:** Deleted during memory card processing, approximately every three months.
- **Wildlife-only photographs and recordings:** Archived indefinitely.

- **Unsuccessful guest inquiries and related correspondence:** Up to 24 months after the last communication, unless a longer period is required by law or necessary for a legitimate legal claim.
- **Booking and financial records:** Retained for the periods required by applicable laws.
- **Guest photographs used for promotional purposes:** Retained while their use remains justified and lawful, subject to applicable rights and consent requirements.

When personal information is no longer required, we delete or anonymize it where appropriate.

12. Data Security

We take reasonable organizational and technical measures to protect personal information against unauthorized access, loss, misuse or disclosure.

Access to personal information is limited to authorized employees and service providers who need it for legitimate business purposes.

However, no electronic transmission or storage system can be guaranteed to be completely secure.

13. International Processing and Transfers

Sabalo Lodge operates in Costa Rica and may receive inquiries from guests living in the European Union, Switzerland and other countries.

Personal information may be processed in Costa Rica and through service providers operating internationally.

Where international transfers are subject to GDPR or other applicable privacy laws, we take the measures required by those laws.

14. Your Privacy Rights

Depending on the privacy laws applicable to your situation, you may have the right to:

- Request access to your personal information.
- Ask us to correct inaccurate information.
- Request deletion of information where legally applicable.
- Request restriction of certain processing activities.
- Object to certain processing activities.
- Request data portability where applicable.
- Withdraw consent where processing is based on consent.
- Lodge a complaint with a competent data protection authority.

To exercise your rights, please contact:

sabalodreams@gmail.com

We will review and respond to requests in accordance with applicable law.

15. Website Cookies and Google Analytics

The Sabalo Lodge website uses Google Analytics to understand how visitors interact with our website, measure website traffic and improve our online services.

Google Analytics may collect information such as pages visited, approximate location, device and browser information, and interactions with our website. Depending on the configuration, cookies and similar technologies may be used.

Where required by applicable law, Google Analytics and other non-essential tracking technologies are activated only after the visitor has provided consent.

Visitors may refuse or withdraw consent through the cookie settings available on our website.

Information collected through Google Analytics is processed in accordance with Google's applicable privacy terms and data protection arrangements.

16. Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes in our services, technology, legal obligations or data-processing practices.

The latest version will be published on our website with its effective date.

17. Contact Us

For questions about this Privacy Policy or the handling of your personal information, please contact:

Sabalo Dreams S.R.L.

Sabalo Lodge

Sábalo de Sierpe, Osa, Puntarenas, Costa Rica

Email: sabalodreams@gmail.com