

OFFROAD SHERPA

Privacy Policy | Effective September 16, 2026

1. Scope

This Privacy Policy explains how Offroad Sherpa LLC ("ORS," "we," "us," or "our") collects, uses, discloses, and protects personal information relating to customers, expedition participants, website visitors, account holders, and authorized expedition-tracking users.

2. Information We May Collect

- Identity information, such as name, date of birth where necessary, account information, and identification information required for travel or permits.
- Contact information, including email, telephone number, mailing address, and emergency contacts.
- Booking information, including expedition, dates, package/tier, preferences, accommodations, and related selections.
- Rider information, such as license information, riding experience, equipment requirements, and information reasonably necessary to assess expedition eligibility.
- Travel-document information, including passport, visa, permit, and related information when necessary to arrange services.
- Safety information, including emergency contact and limited health, allergy, medication, or other information voluntarily provided or specifically requested when reasonably necessary for expedition safety.
- Payment information, including transaction status, amount, payment method type, and payment-related identifiers. Full card details may be collected directly by third-party processors rather than ORS.
- Website and device information, such as IP address, browser/device information, cookies, session data, pages viewed, and referral information.
- Communications, including inquiries, support correspondence, and other messages.
- Expedition location information, including GPS coordinates, timestamp, altitude where available, trip progress, and device status when tracking is enabled.
- Authorized tracking-user information, such as name, email, relationship to the participant, account credentials, and access records.

3. How We Use Information

- Provide, administer, and support expeditions and customer accounts.
- Process bookings and payments.
- Communicate with customers and authorized users.
- Arrange permits, accommodations, motorcycles, transportation, guides, and other expedition services.
- Provide expedition tracking and safety/emergency support.
- Prevent fraud, misuse, and unauthorized access.
- Comply with legal obligations, maintain records, resolve disputes, and enforce agreements.
- Maintain, secure, analyze, and improve the website and services.
- Send marketing communications where permitted by law and subject to applicable opt-out rights.

4. Expedition GPS Tracking

When tracking is enabled, ORS may receive periodic location information from an expedition smartphone or other tracking device. Tracking is intended to provide expedition visibility and convenience and should not be relied upon as guaranteed real-time emergency response.

Remote connectivity can be unavailable. A displayed position may therefore be the last successfully transmitted location rather than the participant's current location.

5. Family and Authorized Tracking Access

An expedition participant may receive an invitation/access code that can be shared with persons the participant authorizes. An authorized recipient may be required to create an ORS account. ORS may collect the recipient's identity/contact information, relationship to the participant, credentials, and access logs.

Tracking codes are intended to provide access only to the associated trip/participant context. ORS may revoke or replace access where reasonably necessary for security, privacy, or participant protection.

6. Tracking Duration and Retention

ORS intends family/guest tracking access to operate only during the applicable expedition or a limited operational period surrounding it. Access will expire after the trip.

Unless a longer period is reasonably necessary for an incident, insurance matter, dispute, legal hold, safety review, or legal obligation, ORS's default operational target is to delete or de-identify detailed historical expedition location records approximately 90 days after trip completion. ORS may retain less precise trip records for legitimate business, safety, accounting, or legal purposes.

7. Sharing of Information

ORS may disclose information when reasonably necessary to provide purchased services or operate the business, including to ground operators, guides, hotels, motorcycle providers, transportation providers, permit/visa service providers, governmental authorities, emergency/medical providers where appropriate, payment processors, technology/cloud providers, professional advisers, insurers where authorized or required, and authorized family/tracking users.

ORS seeks to provide only information reasonably necessary for the relevant purpose.

8. International Transfers

ORS operates international expeditions. Personal information may therefore be transferred to, stored in, or accessed by Suppliers and authorities in countries outside the United States. Privacy and data-protection laws in those jurisdictions may differ from U.S. law.

9. Payment Processors

ORS may use Stripe, PayPal, or other payment processors. Those providers process payment information under their own privacy notices and legal obligations. ORS does not control information independently collected by a payment processor.

10. Cookies and Analytics

ORS may use cookies and similar technologies for authentication, security, preferences, analytics, and website operation. Where legally required, ORS will obtain consent before using non-essential cookies or similar technologies.

11. Data Security

ORS uses reasonable administrative, technical, and organizational safeguards designed to protect personal information. No internet transmission or electronic storage system can be guaranteed completely secure.

12. General Data Retention

ORS retains personal information only as long as reasonably necessary for the purposes for which it was collected, including providing services, maintaining business/tax records, preventing fraud, resolving disputes, enforcing agreements, and satisfying legal obligations. Different categories may have different retention periods.

13. Privacy Requests

Subject to applicable law, individuals may contact ORS to request access to, correction of, or deletion of personal information or to raise a privacy concern. ORS may need to verify identity before fulfilling a request. Send requests to info@offroadsherpa.com.

14. Marketing

Recipients may unsubscribe from promotional emails using the unsubscribe mechanism in applicable messages. Service communications concerning an existing booking may continue even when marketing communications are declined.

15. Children's Privacy

ORS expedition booking and tracking-account services are not directed to children under 13. ORS does not knowingly solicit personal information directly from children under 13 through these services.

16. Changes to This Policy

ORS may update this Privacy Policy from time to time. The current version and effective date will be posted on the ORS website. Material changes affecting existing bookings will be handled in accordance with applicable law and contractual obligations.

17. Contact

Offroad Sherpa LLC
New Hampshire, United States
Email: info@offroadsherpa.com