

Privacy Policy

Welcome to [Travel Glocal] (“we,” “us,” or “our”). Protecting your privacy and safeguarding your personal information is a top priority for us. This Privacy Policy explains how we collect, use, process, store, disclose, and protect your information when you access or use our website [Website URL], mobile application, and other associated online or offline services, including customer care, physical offices, franchise partners, and other related platforms (collectively, the “Platform”).

By accessing, browsing, or using our Platform, you acknowledge that you have carefully read, understood, and agreed to be bound by the terms of this Privacy Policy, together with any updates or modifications made from time to time. If you do not agree with this Privacy Policy or any part of it, please discontinue use of our Platform and services.

This Privacy Policy is an integral part of your User Agreement with TravelGlocal, and all capitalized terms used herein but not otherwise defined shall have the respective meanings ascribed to them in the User Agreement.

We are committed to complying with applicable data protection laws, including:

- **India:** Information Technology Act, 2000, and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011.
- **European Union:** General Data Protection Regulation (GDPR).
- **United States (California):** California Consumer Privacy Act (CCPA).
- Other applicable privacy and consumer protection laws, as relevant.

Users Outside the Geographical Limits of India

Please note that the data shared with TravelGlocal shall be primarily processed in India, and may also be processed in such other jurisdictions where third-party service providers, business partners, or vendors engaged by TravelGlocal are located and process data on our behalf. By agreeing to this Privacy Policy, you expressly provide TravelGlocal with your consent to collect, process, transfer, and store your personal information for the purposes defined herein.

The data protection laws and regulations in India or in other jurisdictions where your data may be processed may differ from those of your country of residence.

If you have any concerns regarding the processing of your data and wish to withdraw your consent, you may do so by writing to us at: **grievance@travelglocal.com**. However, please note that if such processing of data is essential for us to be able to provide our services, we may be unable to deliver or confirm your booking following withdrawal of consent.

For example, if you book an international holiday package, fixed departure tour, or group booking, certain personal details such as your name, contact information, gender, dietary preferences, choice of smoking/non-smoking rooms, medical conditions requiring special assistance, etc. may necessarily be shared with our local vendors, hotels, transportation providers, and tour managers in each destination city to ensure that appropriate arrangements are made for your travel. Such sharing and onward processing are integral to fulfilling your booking.

A withdrawal of consent by you for us to process your information may:

1. **Severely limit our ability to serve you** and, in such case, we may be unable to accept or process your booking; or

2. **Restrict our ability to service an existing booking**, which may negatively affect your travel experience or compel us to cancel your booking altogether.

1. Information We Collect

The information described below is collected by TravelGlocal in order to provide you with the services requested, to comply with legal and regulatory requirements, and to fulfill contractual obligations towards third parties as per the User Agreement.

“**Personal Information**” of the User shall include information voluntarily provided by the User and collected by us for the following purposes:

a. Registration and Account Information

When you subscribe to, register on, or use our Platform, we may collect:

- Identity details: name, gender, marital status, religion, date of birth, nationality, and profile picture.
- Contact details: email address, postal addresses, frequent flyer number, telephone (mobile/landline), and/or fax numbers.
- Financial details: payment card information (credit/debit), banking details, billing address, and transaction/payment history.
- Lifestyle and preference details voluntarily shared (e.g., dietary choices, room preferences).

b. Transactional and Service-Related Information

- **Transactional history** of your bookings, payments, cancellations, refunds, or other e-commerce activity with us.
- **Login credentials** such as usernames, passwords, and security-related information used to access your account.
- **Data uploaded by you** to our Platform (images, documents, or preferences stored on our servers).

c. Information from Social Media or Third Parties

- Information available in the public domain or shared via third-party sources, including social media platforms (such as your name, profile picture, friend list, or email address, depending on your social account settings).
- If you use “social login” or link accounts, we may receive limited profile information as permitted by the third-party service provider.

d. Traveler Information

When you make bookings on behalf of others (family, friends, colleagues), we may collect:

- Personal information of other travellers including their identity, contact details, preferences, and documents as required.
- You must ensure and represent that such traveller(s) consent to the disclosure of their information to us and its onward sharing with concerned service providers.

e. Visa and Regulatory Documentation

If you request TravelGlocal to provide visa-related services, you may need to provide:

- Copies of your passport, photographs, filled-in visa application forms, bank statements, or other financial/identity documents required by embassies/consulates.
- This information will be shared strictly with authorized agencies and consulates for visa processing purposes.

f. International Bookings and RBI Regulations

For international travel bookings, in compliance with the Liberalized Remittance Scheme (LRS) of the Reserve Bank of India (RBI) or other laws, you may be required to provide:

- PAN details, passport number, or other government identification.
- Such information will be used strictly for regulatory compliance and service provision.
- If you do not wish to provide this information, TravelGlocal may be unable to process your booking.

g. Hotel and Accommodation Check-in

For hotel bookings, including contactless check-in, you may be asked to provide:

- Government identification documents such as Aadhaar, Passport, Driving License, or Voter ID.
- Details such as date of birth, travel destination/origin, and place of residence as required by law and hotel policies.

h. Health and Safety Disclosures

- Your COVID-19 vaccination status and certificate, if required for travel, entry into certain jurisdictions, or to avail specific services.
- TravelGlocal will never process beneficiary IDs or unrelated identifiers contained in vaccination certificates.
- Sensitive information such as medical conditions (e.g., dietary restrictions, accessibility needs) may be collected to ensure safe and customized travel arrangements.

i. Data Protection Commitments

- All information is collected and processed strictly for the lawful and specified purposes outlined in this Privacy Policy.
- Sensitive documents (e.g., vaccination certificates, bank passbooks, PAN details, passports, Aadhaar) will be used solely for fulfilling bookings, regulatory compliance, or lawful investigations.
- Such information will be redacted or anonymized to the maximum extent possible and never shared with third parties without your prior consent, unless required by:
 - Law enforcement agencies,
 - Governmental/regulatory authorities, or
 - Court orders/legal processes.

j. Legal Basis for Collection

We collect and process your information on the following grounds:

1. **Consent** – where you voluntarily provide data (e.g., preferences, marketing opt-in).
2. **Contractual necessity** – to fulfill bookings, reservations, payments, and other service obligations.

3. **Legal obligation** – to comply with applicable laws (e.g., LRS guidelines, KYC requirements, taxation).
4. **Legitimate interests** – for fraud prevention, service improvement, and operational efficiency.

2. How We Use Your Personal Information

The **Personal Information** collected from you may be used by **TravelGlocal** in the following manner:

a. While Making a Booking

When you make a booking through our Platform, we may process and use your Personal Information, including but not limited to:

- Payment details such as cardholder name, credit/debit card number (stored only in encrypted form), expiration date, banking details, and wallet/payment instrument details (as shared and permitted by you).
- Traveler details linked to your account, including information of other passengers for whom bookings are made.

This information is presented to you at the time of booking to enable a faster and more seamless booking experience.

b. Transactional and Service-Related Purposes

We may also use your Personal Information to:

- Confirm reservations with service providers (airlines, hotels, transport operators, etc.).
- Keep you informed of booking/transaction status.
- Send booking confirmations via SMS, WhatsApp, email, or other permitted communication channels.
- Communicate updates, modifications, or cancellations to your booking.
- Allow our customer service team to contact you, if necessary.
- Personalize and customize the content of our website, mobile app, and other platforms.
- Request reviews, feedback, or ratings to improve our services.
- Send verification messages or authentication emails.
- Validate and secure your account against misuse or fraudulent activity.
- Contact you on special occasions (e.g., birthday/anniversary) with customized offers, gifts, or discounts.

c. Surveys and Feedback

We may conduct online and offline surveys to better understand User preferences. Participation is optional.

- Data collected through surveys is typically aggregated and anonymized to improve services, design features, and create relevant promotions.
- In case personal identifiers are collected, it will be explicitly stated at the time of survey.

d. Marketing Promotions, Research, and Loyalty Programs

TravelGlocal may from time to time engage in promotions, loyalty rewards, and marketing programs. We may use your information to:

- Identify User preferences and develop tailored offerings.
- Notify you of fare sales, special offers, new services, or exclusive deals on travel-related products (airfares, hotel stays, holiday packages, car rentals, etc.).
- Send periodic marketing communications such as newsletters, personalized deals, or region-specific offers.
- Enroll you in rewards or loyalty programs launched by TravelGlocal, with your consent. The status of your rewards may be visible when you log in to your account.
- Where rewards are fulfilled by third parties, limited Personal Information may be shared with such parties to enable delivery of rewards.
- Provide you with opportunities to participate in contests or win travel-related benefits.

Users always have the option to opt out of marketing communications and reward programs by writing to us at grievance@travelglocal.com.

e. Customer Support and Service Enhancements

When you contact us with queries or concerns:

- We may use your Personal Information (e.g., name, contact details, nature of the query) to respond to your request.
- Such interactions may be recorded and retained for training, quality monitoring, and dispute resolution purposes.

Additionally, we may use such information to:

- Enhance the design and usability of the Platform.
- Introduce new features and services.
- Improve overall User experience.

f. Fraud Prevention, Credit Assessment, and Security

TravelGlocal may process your information for:

- Fraud detection and prevention measures.
- Selective verification of customer details, including financial/credit information, to evaluate creditworthiness in case of “book now, pay later” or credit-based travel bookings.
- Authentication of transactions to safeguard against unauthorized or suspicious activity.

g. Anonymized and Aggregated Data

We may generate anonymized or aggregated data from your Personal Information for analytics, research, and business intelligence purposes. Such data does not directly identify you and may be shared with:

- Research partners, data processors, or third-party vendors assisting us with service improvements.
- Marketing/advertising agencies to deliver insights and trends (without exposing your identity).

h. Legal and Regulatory Compliance

We may use your Personal Information to:

- Comply with statutory obligations under laws such as the IT Act, RBI regulations, taxation, or foreign travel regulations.
- Respond to lawful requests from government authorities, courts, or regulators.
- Ensure compliance with our contractual obligations under the User Agreement and other policies.

Important Note:

- TravelGlocal will never share sensitive information (such as Aadhaar, PAN, vaccination certificate details, or passport data) with third parties without your prior consent, unless such disclosure is mandated by law, regulatory requirements, or court order.
- In all such cases, information is shared strictly on a need-to-know basis with appropriate confidentiality and data security measures.

3. How Long Do We Keep Your Personal Information

TravelGlocal will retain your Personal Information on its systems only for as long as is reasonably necessary to:

- Fulfill the purposes outlined in this Privacy Policy,
- Provide you with the services you have requested,
- Comply with our legal, regulatory, tax, accounting, or reporting obligations, and
- Protect and defend our legal rights, prevent fraud, or resolve disputes.

a. Standard Retention Periods

1. **Booking & Transaction Data** – Retained for the duration of your account and as required by applicable tax and financial laws.
2. **User Account Data** – Retained while your account remains active. If you delete your account, we will either securely erase your data or anonymize it within a reasonable period, unless retention is required for compliance purposes.
3. **Legal & Regulatory Records** – Certain documents (e.g., PAN, Passport, Visa details) may be retained for longer durations as required under laws such as RBI’s Liberalized Remittance Scheme (LRS), immigration regulations, or local travel laws.
4. **Customer Support Records** – Communications with customer service may be retained for training, quality assurance, and dispute resolution, but will be periodically reviewed for deletion.
5. **Marketing & Consent Records** – Data relating to marketing preferences and consent history will be retained for audit and compliance purposes, unless withdrawn.

b. Data Deletion and Anonymization

- Once Personal Information is no longer required for the above purposes, TravelGlocal will ensure it is securely deleted, destroyed, or anonymized so that it cannot be linked back to you.
- In some cases, anonymized or aggregated data may be retained indefinitely for analytics, service improvements, and statistical reporting, provided it does not identify you.

c. User-Initiated Deletion

- If you wish to delete your account and associated information, you may do so by contacting us at grievance@travelglocal.com or using the account deletion option available on the Platform (if enabled).
- Please note that certain information may continue to be retained in backup archives or as required by law (e.g., pending transactions, unresolved disputes, compliance obligations).

d. Exceptional Retention

We may retain Personal Information for longer periods where:

- Required by applicable laws, regulators, courts, or government orders.
- Necessary for fraud prevention, credit assessment, or legal claims.
- Required to enforce our User Agreement or other contracts.

Important Note: Deletion of your account or withdrawal of consent may impact our ability to provide services (e.g., pending bookings, refund processing, or compliance with tax and travel regulations).

4. Cookies and Tracking Technologies

a. Use of Cookies

TravelGlocal uses cookies and similar technologies to personalize your experience on the Platform, improve site functionality, and deliver advertisements that may be relevant to your interests. Our use of cookies is consistent with industry standards and practices followed by reputable online companies.

Cookies are small text files placed on your device's browser or hard drive when you visit our Platform. They help us:

- Recognize you when you log in, so you do not need to re-enter your username each time (only your password is required).
- Facilitate faster transactions and bookings by recalling your preferences.
- Customize website/app content based on your browsing history or interests.
- Serve you offers, promotions, or advertisements (including by email, subject to your marketing preferences).

b. Third-Party Cookies and Advertising

Some cookies may be placed by third-party advertising networks or analytics providers engaged by TravelGlocal. These third parties may use:

- **Advertising cookies** to track the effectiveness of advertisements served to you on our Platform or third-party websites.
- **Pixel tags or beacons** (standard industry technology) to gather anonymous data about visits, page views, or conversions.
- **Aggregated statistics** about browsing activity to serve ads relevant to your travel preferences (e.g., promotions for destinations you recently viewed).

Important:

- These third parties do not collect Personal Information such as your name, contact number, or payment details during this process.

- Information collected is anonymous and aggregated, used only for analytics, advertising optimization, and service enhancement.

c. Control Over Cookies

Most web browsers are configured to accept cookies automatically. However, you have the right to manage or block cookies:

- You can adjust your browser settings to refuse cookies, delete stored cookies, or receive alerts when cookies are being placed.
- You may also selectively block cookies from certain websites while permitting cookies from trusted ones.

Please note: Blocking or disabling cookies from TravelGlocal may limit certain features of our Platform, affect booking functionality, or reduce the seamlessness of your overall travel experience.

d. Automatic Logging of Session Data

Each time you access the Platform, certain session data may be automatically recorded, including:

- IP address, browser type, operating system, and device information.
- Date/time of access, referral links, and the pages visited.
- Activities performed while using the Platform, such as searches, bookings, or clicks.

This session data is primarily used to:

- Analyze browsing behavior, including frequency of visits and duration of sessions.
- Diagnose server issues, detect technical problems, and ensure system stability.
- Improve site performance, usability, and customer experience.
- Identify patterns of fraudulent or suspicious activity.

Although session data typically does not identify you personally, it may allow us to determine your Internet Service Provider (ISP) and approximate geographic location.

5. Data Sharing and Disclosure

Your Personal Information may be shared with third parties strictly in accordance with this Privacy Policy and only for lawful and necessary purposes.

1. Service Providers and Suppliers

- Your information will be shared with end service providers such as airlines, hotels, bus operators, cab rental agencies, railways, insurance providers, visa facilitators, and other suppliers directly responsible for fulfilling your booking or travel arrangements.
- By making a booking with TravelGlocal, you expressly authorize us to share your information with the relevant service providers.
- Please note: such service providers may process your data as independent data controllers under their own privacy policies. The manner in which they use, store, or disclose your information is beyond the control of TravelGlocal.
- We strongly advise you to review the privacy policies of each service provider whose services you choose to avail.

2. Companies within the TravelGlocal Group

- To enhance personalization, operational efficiency, and provide you with information about leisure and travel-related products, we may share your data under secure and controlled conditions with affiliate or associate entities of TravelGlocal.
- In case of mergers, acquisitions, restructuring, or transfer of assets/business units, customer information, including Personal Information, may be transferred to the acquiring or successor entity, subject to confidentiality safeguards.

3. Business Partners and Third-Party Vendors

- From time to time, we may share limited and filtered Personal Information with corporate affiliates, alliance partners, or business associates who may offer additional services or benefits (e.g., co-branded credit cards, travel insurance, loyalty programs, concierge services).
- If you choose to avail such services, your relationship with that third party will be governed by their privacy policy.
- We may also engage trusted third-party vendors to perform tasks on our behalf, such as:
 - Payment processing,
 - Data hosting and storage,
 - Fraud detection and security monitoring,
 - Customer support services, or
 - Marketing, research, and analytics.
- Such vendors are contractually bound to maintain confidentiality, use data only for the specified purpose, and comply with applicable data protection regulations.

4. Anonymized and Aggregated Data

- We may process and use anonymized or aggregated data that does not directly identify you for:
 - Statistical analysis,
 - Improving services,
 - Informing partners and advertisers about performance,
 - Research, market trends, and business intelligence.
- Such aggregated data is the property of TravelGlocal, and we may use or commercialize it in our discretion, without compensation to Users, provided it does not identify you individually.

5. Research, Surveys, and Market Studies

- Occasionally, we may engage third parties for research, surveys, or feedback projects. In such cases:
 - Limited Personal Information or anonymized data may be shared strictly for the purpose of the project.
 - Such third parties are required to use the data solely for the assigned task and are bound by confidentiality obligations.

6. Disclosure of Information

In addition to the above, TravelGlocal may disclose your Personal Information without prior notice if required to do so:

1. **By Law:** To comply with any applicable law, regulation, court order, or legal process.
2. **Law Enforcement/Investigations:** To respond to requests from enforcement or investigative authorities.
3. **Internal Compliance:** For regulatory audits, fraud prevention, or internal compliance checks.

4. **System Security:** To secure our systems and protect against unauthorized access or cyber threats.
5. **Protecting Rights:** To enforce or protect the rights, property, or safety of TravelGlocal, its affiliates, directors, officers, employees, or other stakeholders. This includes identifying, preventing, or taking legal action against individuals or entities engaged in unlawful activities or harmful conduct.

Important: Such disclosure and storage of information may occur without your knowledge. In such cases, TravelGlocal shall not be liable for any damages arising from such disclosure when done in compliance with applicable law or this Privacy Policy.

6. User-Generated Content (UGC), Reviews, and Feedback

a. Reviews, Ratings, and Feedback

- TravelGlocal provides Users the option to share their experiences, opinions, and feedback by posting reviews, ratings, and comments on our Platform.
- Users may also post questions regarding services offered by TravelGlocal and provide answers to questions raised by other Users.
- From time to time, TravelGlocal or authorized third-party vendors may contact you to gather feedback regarding your recent booking or service experience. While participation is optional, you may still receive emails, app notifications, SMS, WhatsApp messages, or other communications inviting you to provide feedback.
- Reviews may be submitted in written, photographic, or video format. With your consent, reviews may also be displayed on TravelGlocal's own Platform as well as third-party travel-related websites, partner platforms, or marketing materials.

b. Types of UGC We Collect

User-Generated Content (UGC) may include but is not limited to:

1. **Reviews and Ratings** of services and experiences.
2. **Questions and Answers** regarding bookings, destinations, or services.
3. **Polls, Crowd-Sourced Data, and Surveys.**
4. **Photographs, videos, or testimonials** voluntarily shared by Users.

c. User Profiles and Visibility

- Each User who contributes reviews, ratings, Q&A, or other UGC may have a visible public profile accessible to other Users.
- Information visible on such profiles may include:
 - Number of trips completed via TravelGlocal.
 - Number of reviews or ratings provided.
 - Questions asked and answered.
 - Photographs or videos posted.

d. Rights Granted to TravelGlocal

By posting UGC on our Platform, you:

- Retain ownership of your content but grant TravelGlocal a worldwide, royalty-free, non-exclusive, transferable, and sub-licensable license to use, reproduce, publish, distribute,

display, adapt, and share such content for legitimate business purposes, including marketing and promotional activities.

- Acknowledge that your content may be publicly accessible and shared on partner platforms, third-party travel portals, or social media channels affiliated with TravelGlocal.
- Consent to TravelGlocal using anonymized or aggregated UGC for analytics, service improvements, and customer insights.

e. Content Standards and Moderation

- TravelGlocal reserves the right (but not the obligation) to review, edit, remove, or refuse to publish any UGC that:
 - Is unlawful, defamatory, obscene, or offensive.
 - Infringes intellectual property, privacy, or third-party rights.
 - Contains spam, promotional, or irrelevant content.
 - Violates this Privacy Policy, the User Agreement, or applicable law.
- TravelGlocal shall not be liable for any UGC posted by Users or third parties and disclaims responsibility for the accuracy, reliability, or consequences of such content.

f. Liability and Responsibility

- You are solely responsible for the UGC you submit and must ensure that:
 - The information is accurate and not misleading.
 - You have the necessary rights, permissions, or licenses to share such content.
 - Your content does not harm or defame any person, entity, or brand.
- TravelGlocal shall not be held liable for any claims, disputes, or damages arising from UGC submitted by Users.

7. How Can You Opt-Out of Receiving Promotional Communications

From time to time, TravelGlocal may send you promotional emails, SMS, WhatsApp messages, push notifications, or other communications containing information about:

- Special offers, fare sales, and travel discounts available in your area.
- New services, products, or features introduced by TravelGlocal.
- Partner promotions, loyalty rewards, and travel-related benefits.
- Newsletters, surveys, or invitations to participate in contests and feedback programs.

We aim to ensure that these updates are relevant, informative, and valuable for our Users.

a. Opt-Out Options

If you do not wish to receive promotional or marketing communications from us, you may opt out by:

1. Clicking the “**unsubscribe**” link provided in each promotional email.
2. Adjusting your **communication preferences** in your account settings (where available).
3. Writing to us at grievance@travelglocal.com with the subject line “Unsubscribe.”
4. Following the opt-out instructions included in SMS, WhatsApp, or push notifications.

b. Transactional vs. Promotional Communications

- **Transactional and service-related communications** (e.g., booking confirmations, payment receipts, itinerary updates, cancellation/refund notices, customer support responses) are **mandatory** for providing our services and **cannot be opted out of**.
- **Promotional communications** (e.g., offers, newsletters, rewards, or marketing messages) are optional, and you have the full right to unsubscribe or withdraw consent at any time.

c. Processing Time

Please note that it may take up to **7 business days** for your opt-out request to be fully processed. During this period, you may continue receiving certain communications already scheduled.

d. Regulatory Rights

Depending on your jurisdiction, you may also have the right under applicable data protection laws (e.g., GDPR, CCPA) to:

- Withdraw previously given consent for marketing.
- Restrict or object to the use of your Personal Information for direct marketing purposes.

You may exercise such rights by contacting our **Grievance Officer** at the details provided in this Privacy Policy.

8. Permissions Required for Using Our Mobile Applications

When you install and use the TravelGlocal mobile application on your device (Android or iOS), the application may request access to certain device permissions and data in order to provide you with a seamless, secure, and personalized travel booking experience.

Permissions requested are in line with industry standards and are used strictly for enabling app functionalities and enhancing your travel experience. They are not misused for unauthorized purposes.

a. Android Permissions

1. **Device & App History** – To access device information such as OS version, hardware model, preferred language, and mobile network. This helps us optimize the app for performance and user experience.
2. **Camera** – To allow you to:
 - Upload profile photos, share images with reviews, or submit video reviews.
 - Scan QR codes for UPI payments.
3. **Identity** – To auto-fill your registered email IDs, simplify login, and facilitate integrations with third-party logins (e.g., Google, Facebook).
4. **Location** – To provide location-based deals, auto-detect your nearest airport or hotel, and personalize booking recommendations.
5. **SMS** – To auto-read One-Time Passwords (OTPs) for mobile number validation and secure payment authentication (with your consent).
6. **Phone** – To allow in-app calling to airlines, hotels, or TravelGlocal’s customer service.
7. **Contacts** – To enable social features such as sharing bookings with friends, sending referrals, and hotel recommendations based on contacts (with consent).
8. **Photos / Media / Files** – To store map data locally, ensuring smooth access even on low-bandwidth networks.

9. **Wi-Fi Connection Information** – To optimize your app experience by loading high-quality maps, images, and additional travel options.
10. **Device ID & Call Information** – To uniquely identify users, ensure account security, and prevent fraud.
11. **Calendar** – To sync confirmed travel bookings (flights, hotels, packages) directly to your mobile calendar.
12. **Bluetooth** – To enable certain third-party services (e.g., unlocking self-drive rental cars via partner integrations).
13. **Video / Audio** – To allow upload of video reviews with audio for authentic travel experiences.
14. **Phone Number** – To simplify login, prevent fraud, and facilitate UPI payments.
15. **IMEI / IMSI** – To uniquely identify devices and enhance fraud-prevention measures.
16. **Subscription Information & SIM Serial Number** – To enable offline features (e.g., train status updates without network access) and authenticate mobile number for UPI registration.

b. iOS Permissions

1. **Notifications** – To send booking confirmations, travel updates, refunds, offers, and promotions. If you do not enable notifications, essential updates (e.g., booking status, cancellations) will still be sent via SMS/email.
2. **Contacts** – To allow social features such as sharing bookings, referrals, and travel recommendations.
3. **Location** – To provide nearest airport/hotel detection, personalized travel offers, and timezone-based services for international bookings.

c. User Controls & Opt-Out

- Most permissions are optional and can be managed in your device’s privacy or app settings.
- Certain permissions (e.g., Location, Camera, SMS OTP) may be essential for specific features (such as booking validation, QR code scanning, or location-based hotel searches). Disabling these may limit functionality.
- You may withdraw app permissions at any time through device settings; however, this may impact service quality or restrict access to certain features.

d. Third-Party Integrations

Some permissions (e.g., Maps, UPI Payments, Car Rentals) involve integrations with third-party service providers. While TravelGlocal ensures due diligence and contractual safeguards, the processing of data through such providers is subject to their own privacy policies. Users are encouraged to review such policies before enabling optional features.

9. How We Protect Your Personal Information

At TravelGlocal, we are committed to protecting the confidentiality, integrity, and security of your Personal Information. We adopt a combination of **technical, organizational, and procedural safeguards** to minimize the risk of unauthorized access, misuse, alteration, or disclosure of your data.

a. Encryption and Secure Transmission

- All sensitive information, including payment details, is transmitted using **Transport Layer Security (TLS)** encryption.
- TLS ensures that your browser automatically scrambles data before it is sent to us, preventing unauthorized interception during transmission.

- All online payments made through our Platform are processed through **secure, PCI-DSS compliant payment gateways** in accordance with **RBI guidelines**.

b. Secure Servers and Access Controls

- Whenever you change or access your account information, we use **secure servers** with firewalls and multi-layer authentication.
- Access to your Personal Information is strictly limited to authorized personnel who require it to provide services, and such access is subject to role-based restrictions.
- We employ **multi-factor authentication, session time-outs, and automatic logout mechanisms** to minimize misuse risks.

c. Organizational and Procedural Safeguards

- We conduct **regular audits, penetration testing, and vulnerability assessments** to detect and address potential security gaps.
- Employees and vendors handling Personal Information are bound by **confidentiality obligations** and undergo periodic **data protection training**.
- Strict internal procedures are in place for data collection, storage, access, and destruction.

d. Data Storage and Backups

- Personal Information is stored on **secure servers located in India** (and where applicable, in overseas data centers subject to legal safeguards).
- Regular **backups and recovery systems** ensure business continuity and minimize the risk of data loss.

e. User Responsibilities

While we take all reasonable steps to safeguard your data, Users also play an important role in maintaining security:

- Use strong, unique passwords and update them regularly.
- Do not share your account login credentials or OTPs with others.
- Ensure that you log out of your account after each session, especially when using shared devices.

f. Data Breach and Incident Response

- In the unlikely event of a data breach, **TravelGlocal** has a defined **incident response protocol** to contain the breach, notify affected Users, and comply with applicable laws.
- Notifications may be provided via email, app alerts, or other appropriate channels, depending on the severity of the incident and regulatory requirements.

g. Limited Liability

While we adopt stringent measures, please note that **no method of electronic transmission or storage is 100% secure**. By using our Platform, you acknowledge that:

- TravelGlocal will not be liable for unauthorized access, hacking, or data loss caused by circumstances beyond our reasonable control (e.g., cyberattacks, system vulnerabilities, or force majeure events).

- However, we will make best efforts to mitigate the risks and protect your interests in such scenarios.

10. Withdrawal of Consent and Permissions

- You may withdraw your consent to provide any or all of your Personal Information, or decline to grant certain app/website permissions, at any time.
- Such withdrawal may be exercised by:
 1. Adjusting your account settings on the Platform (where available); or
 2. Writing to us at grievance@travelglocal.com with a clear request for withdrawal of consent.

a. Consequences of Withdrawal

Please note that if you withdraw your consent or decline to provide certain information/permissions:

- Your access to certain sections of the Platform may become limited or restricted.
- TravelGlocal may be unable to provide you with some or all services, including processing bookings, fulfilling travel arrangements, or offering personalized recommendations.
- In some cases (e.g., visa processing, international bookings under RBI's LRS requirements, UPI-based payments, hotel check-ins), withdrawal of consent may legally prevent us from fulfilling your request, and we may need to cancel or decline your booking.

b. Retention Despite Withdrawal

- Withdrawal of consent does not affect the lawfulness of processing based on consent prior to its withdrawal.
- Certain Personal Information may continue to be retained as required under:
 - Applicable law (e.g., financial/tax regulations, RBI requirements),
 - Contractual obligations, or
 - Legitimate business purposes (e.g., fraud prevention, dispute resolution).

c. Acknowledgment

By withdrawing consent, you acknowledge that:

- **TravelGlocal shall not be held liable** for any service limitations, disruptions, or booking cancellations that result from such withdrawal.
- Essential communications (such as booking confirmations, cancellation notices, and legal/regulatory messages) may still be sent to you as long as your account or transactions remain active.

11. Your Rights Regarding Personal Information

At **TravelGlocal**, we respect your rights regarding your Personal Information. Depending on applicable law, you may exercise the following rights:

a. Access and Review

- You may access the Personal Information held by us through your **user account** on the Platform.

- If you do not have a registered account, you may request access by writing to us at grievance@travelglocal.com

b. Correction and Updates

- You may correct, update, or modify your Personal Information (except certain mandatory fields) directly through your account settings.
- If you are unable to update your details, you may submit a correction request to us via email.

c. Deletion (Right to be Forgotten)

- You may request deletion of your Personal Information where:
 - Data is no longer necessary for the purpose collected,
 - You withdraw your consent,
 - You object to processing, or
 - Processing is unlawful.
- Please note: Certain information may be retained where required by **law, regulatory authorities, or legitimate business purposes** (e.g., booking history, tax records, compliance with RBI regulations).

d. Restriction of Processing

You may request us to temporarily suspend the processing of your Personal Information in specific circumstances, such as when the accuracy of data is contested or when processing is unlawful but you do not want the data deleted.

e. Data Portability (where applicable)

For Users covered under GDPR or similar regulations, you may request a copy of your Personal Information in a structured, machine-readable format and request that it be transferred to another service provider, where technically feasible.

f. Objection to Processing

You may object to the processing of your Personal Information for:

- **Direct marketing purposes** (you can opt-out at any time).
- Processing carried out on grounds of legitimate interests (unless overriding legitimate reasons exist).

g. Withdrawal of Consent

As detailed earlier, you may withdraw consent for the collection or use of your Personal Information by contacting us at grievance@travelglocal.com However, withdrawal may impact our ability to provide services.

h. Lodging Complaints

If you are not satisfied with the way your Personal Information is handled, you may lodge a complaint:

- With our **Grievance Officer** at grievance@travelglocal.com and/or
- With the appropriate **data protection authority/regulator** in your jurisdiction

12. Children’s Privacy

- Services are not intended for individuals under 18 years.
- We do not knowingly collect personal data from children.
- If inadvertently collected, we will delete it upon notification.

13. Changes to this Policy

We may revise or update this Privacy Policy from time to time. Updates will be posted on the Platform with the “Last Updated” date. Material changes may be communicated via email or in-app notification.

14. TravelGlocal Global Privacy Policy (EU, UK, US)

1. Introduction

TravelGlocal Pvt. Ltd. (“TravelGlocal,” “Company,” “we,” “our,” or “us”) is committed to safeguarding your privacy and protecting your personal and financial information. When you share your information with us, we make every reasonable effort to keep it secure and confidential.

This Privacy Policy describes how we collect, use, disclose, and safeguard your personal data in compliance with the **EU General Data Protection Regulation (GDPR)**, the **UK Data Protection Act 2018**, the **California Consumer Privacy Rights Act (CCPA/CPRA)**, and other applicable US and global data protection laws.

It also explains your rights and how you can exercise them. Please also review our **Cookie Policy**, which outlines our use of cookies and similar technologies.

2. What Data We Collect

We may collect the following categories of personal data when you use TravelGlocal services:

- **Identity Data:** Full name, date of birth, gender, passport/ID details.
- **Contact Data:** Email address, telephone number, billing/shipping address.
- **Travel Data:** Flight, hotel, transport, and booking details including preferences such as dietary, accessibility, or special requests.
- **Payment Data:** Credit/debit card details, wallet or UPI information, billing records.
- **Technical Data:** IP address, browser type, device identifiers, geolocation, app usage data.
- **User-Generated Content:** Reviews, ratings, photos, videos, comments, and travel stories you submit on our platform.
- **Social Media Data:** Information shared when connecting via Facebook, Google, or other social media accounts.
- **Sensitive Personal Information (where legally permitted and with consent):** Government IDs, biometric data (if needed for travel requirements), or health-related travel restrictions.

3. How We Collect Data

- **Directly from you:** When you book, register, communicate with us, or provide feedback.
- **Automatically:** Through our website, mobile apps, cookies, and analytics tools.

- **From third parties:** Travel partners, booking agencies, payment gateways, advertising networks, or social media platforms.

4. Why We Use Your Data

Your personal data is used for purposes such as:

- **Booking Arrangements:** To complete, confirm, and manage your reservations.
- **Customer Support:** To respond to queries, complaints, and requests.
- **Account Management:** To maintain your profile, preferences, and rewards.
- **Marketing & Personalisation:** To send tailored offers, promotions, newsletters, and personalised travel recommendations.
- **Legal & Compliance:** To meet regulatory requirements, detect fraud, enforce agreements, and resolve disputes.
- **Analytics & Improvements:** To enhance our services, apps, and customer experience.

5. Sharing of Data

We may share personal data with:

- **Travel Partners:** Airlines, hotels, transport providers, and tour operators.
- **Service Providers:** Payment processors, fraud prevention agencies, IT/hosting providers.
- **Business Partners:** Affiliates, advertising networks, and marketing partners.
- **Authorities:** Regulators, tax authorities, or law enforcement when required by law.
- **Intra-group Transfers:** Within the TravelGlocal corporate group across geographies, ensuring adequate safeguards (such as EU Standard Contractual Clauses).

6. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes outlined in this Policy, comply with legal/regulatory requirements, resolve disputes, and enforce agreements.

- **Booking Data:** Retained as long as required under tax/accounting laws.
- **Account Data:** Retained until you delete your account.
- **User Content:** Retained until you request removal.
- **Marketing Data:** Retained until you opt out.

7. Security Measures

We employ **TLS encryption**, secure servers, firewalls, access controls, two-factor authentication, and periodic audits to protect your information against loss, misuse, or unauthorised access.

8. International Data Transfers

Your data may be transferred outside your home country. For EU/UK users, we ensure compliance with GDPR by implementing **adequacy decisions, Standard Contractual Clauses, and supplementary safeguards**.

9. Children's Privacy

TravelGlocal services are **not intended for children under 16**. We do not knowingly collect data from minors without parental/guardian consent. If such data is inadvertently collected, we will promptly delete it.

10. Your Rights

Depending on your jurisdiction, you have the following rights.

EU/UK (GDPR) Rights

- Right of access, correction, deletion, restriction, portability, objection, and withdrawal of consent.
- Right to object to processing based on legitimate interest and direct marketing.
- Right to lodge a complaint with a Data Protection Authority.

California (CCPA/CPRA) Rights

- Right to know what personal information we collect and how we use it.
- Right to request deletion of your information.
- Right to opt out of sale or sharing of personal data.
- Right to non-discrimination for exercising your rights.
- Right to limit use of sensitive personal information.

United States (General)

- Right to access, correct, and request deletion of personal data.
- Right to opt out of targeted advertising and promotional emails.

To exercise these rights, please email us at grievance@travelglocal.com

11. Use of Cookies & Tracking

We use **session cookies, persistent cookies, pixels, and tracking technologies** for site functionality, analytics, advertising, and personalisation. For more details, see our **Cookie Policy**.

12. Changes to this Policy

We may revise this Privacy Policy from time to time. Substantial updates will be notified via email or prominent notice on our website.

15. Governing Law & Jurisdiction

- This Privacy Policy is governed by the laws of India.
- Courts at New Delhi shall have exclusive jurisdiction.
- For international users, local mandatory data protection rights will also apply.

16. Contact & Grievance Redressal

For questions, concerns, or complaints regarding this Privacy Policy or data handling practices, contact:

Grievance Officer (as required under IT Act, 2000)

Name:

Email: grievance@travelglocal.com

Phone:

Address:

Contact Us

For questions, concerns, or to exercise your rights under this Policy:

Email:

Phone: grievance@travelglocal.com

Address:

Data Protection Officer: