

## Privacy Policy

18/07/2023

At Aarya Village Travel, we are committed to protecting your personal data. We understand that you trust us with your information, and we take that responsibility seriously. We will always use your data in a way that is transparent, ethical, and secure. This recently updated Privacy Policy complies with the latest data protection laws in Nepal. It explains how we collect, use, and share your personal data. It also explains your rights as a data subject. We want you to be confident that your data is safe with us. We have implemented a number of security measures to protect your data, including:

- **Data encryption:** Your data is encrypted when it is stored on our servers.
- **Physical security:** Our offices are physically secure, and our employees are trained on data security procedures.
- **Access controls:** Only authorized employees have access to your data.

### What this Policy Covers

Aarya Village Travel, referred to as 'we' or 'us' in this policy, acts as the data controller. Our commitment lies in handling your personal data with utmost care, ensuring that we collect, use, and protect it responsibly. To fulfill this commitment, we have developed this privacy policy ('Policy'), which includes the following:

- **Description of personal data:** The Policy outlines the types of personal data we collect from you.
- **Purpose and methods of data collection:** It explains the reasons behind the collection and usage of your personal data and the methods employed to do so.
- **Legal basis:** The Policy clarifies on what legal grounds we may use your personal data
- **Your Rights and Choices:** It highlights rights and choices you have concerning your personal data.

We provide a wide range of travel and trek services, and we want to ensure that you have a clear understanding of the scope of this Policy. This Policy governs your interactions with us when you inquire about or commence our services, which we refer to as 'our Services.' It applies when you engage with us through various means, including phone calls, online interactions, or any of our websites where this Policy is published.

Furthermore, if we initiate contact with you or you reach out to us regarding our services, this Policy remains in effect. It's important to note that our Websites might contain links to other websites operated by different organizations, each with their own privacy policies and terms and conditions. We strongly advise you to carefully read and understand these policies before sharing any personal data on external websites, as we cannot assume responsibility or liability for the practices of other organizations.

### Who we are?

The data controller officer for Aarya Village Travel is **Prateek Gurung** and [reservation@aryatravel.com](mailto:reservation@aryatravel.com) who can be contact at any time regarding this Policy.

### What information do we collect?

This section tells you what personal data we may collect from you when you correspond with us and/or use our services; we may collect:

1. **Contact Information:**
  - Full name
  - Address
  - Phone number
  - Email address
2. **Identification and Travel Documents:**
  - Passport details
  - Visa information

- Nationality and citizenship details
  - Driver's license (if needed for car rentals)
  - Date of Birth and Age
3. **Travel Preferences:**
    - Preferred travel dates
    - Type of accommodation (e.g., hotel, resort, hostel, etc.)
    - Room preferences (single, double, twin, etc.)
    - Specific amenities or facilities required
  4. **Special Requirements:**
    - Dietary restrictions or food allergies
    - Medical conditions or disabilities that require special assistance
    - Requests for wheelchair accessibility or other mobility aids
  5. **Payment Information:** Credit card details
  6. **Emergency Contact Information:** Name, relationship, and contact details of a person to be contacted in case of an emergency during the trip.
  7. **Travel Insurance Details:** Information about the travel insurance policy, including the policy number and coverage details.
  8. **Tour Preferences and Activities:** Specific tours, excursions, or activities you wish to participate in.
  9. **Feedback and Reviews**

## How and why we use personal information?

This section explains in detail how and why we use personal data.

1. **Booking and Reservation:** Collecting your names, contact details, and payment information to make your travel bookings, hotel reservations, flights, and other travel-related arrangements.
2. **Communication:** Using contact information to send you a booking confirmations, itinerary updates, and important travel-related communications.
3. **Personalization:** Tailoring travel recommendations and offers based on your preferences and previous travel history.
4. **Marketing and Promotions:** Sending newsletters, promotional emails, and advertisements for travel deals and packages to you who have opted to receive marketing materials.
5. **Customer Support:** Using personal information to provide our customer service and support before, during, and after the travel experience.
6. **Feedback and Reviews:** Collecting feedback and reviews from you about your travel experiences, which may include names or initials when publishing testimonials.
7. **Travel Documentation:** Providing necessary travel documentation, such as travel insurance policies and visa assistance, which may require sharing personal information with third-party service providers.
8. **Legal and Regulatory Compliance:** Complying with legal and regulatory requirements, such as tax reporting, identity verification, and anti-money laundering measures.
9. **Market Research and Analysis:** Aggregating and analysing data to conduct market research and analyse travel trends to improve our services.
10. **Fraud Prevention:** Using personal information to detect and prevent fraudulent activities related to bookings and payments.
11. **Third-Party Service Providers:** Sharing your information with third-party service providers (e.g., airlines, hotels, car rental agencies) as necessary to fulfill travel bookings and arrangements.
12. **Account Management:** Managing your personal accounts on our booking platform, which may involve storing personal information for future bookings and easier communication.

## What legal basis do we have for processing your personal data?

Nepal recognizes the right to privacy as a fundamental right in the Constitution of Nepal (2015). Additionally, certain sector-specific laws and regulations touch upon data protection and privacy issues. While Nepal is yet to introduce a comprehensive data protection law, the legal basis for processing personal data in the country can be inferred from existing laws and international principles. Hence on the grounds of following legal basis we shall process your personal data:

1. **Consent:** The right to privacy enshrined in the Constitution of Nepal implies that individuals have the right to give consent for the processing of their personal data. We shall seek explicit consent from you before collecting and processing data for specific purposes.

2. **Contractual Necessity:** We may rely on contractual necessity as a legal basis for processing your personal data.
3. **Legal Obligation:** We may process your personal data if it is required to comply with legal obligations imposed on us, such as tax laws, labor laws, or to report a suspected crime to the authorities.
4. **Vital Interests:** Processing personal data may be justified in situations where it is necessary to protect the vital interests of the data subject or another person's life or physical integrity.
5. **Public Task:** Public authorities in Nepal can process personal data when it is necessary to perform tasks in the public interest or to exercise official authority vested in them.
6. **Legitimate Interests:** The processing of the client's personal data is necessary for the legitimate interests of the data controller or a third party. This could include processing data to improve our customer service, or to market their products or services to them.

## Where do we store and process personal data?

We know how important it is to protect and manage your personal data. This section sets out some of the measures we have in place.

- We apply physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personal data;
- We protect the security of your information while it is being transmitted by encrypting it;
- We use computer safeguards such as firewalls and data encryption to keep this data safe;
- We only authorise access to employees and trusted partners who need it to carry out their responsibilities;
- We regularly monitor our systems for possible vulnerabilities and attacks, and we carry out penetration testing to identify ways to further strengthen security;
- We will ask for proof of identity before we share your personal data with you; and

## How long do we keep your personal data for?

We will not keep your personal data longer than we need to, how long this is depends on several factors, including:

- **Legal Requirements:** Data retention periods are determined by legal obligations or regulations of Nepal. These laws could relate to tax reporting, accounting, or other regulatory requirements.
- **Contractual Obligations:** We may keep your personal data for the duration of your travel arrangements and any on-going services as outlined in the travel contract or agreement.
- **Customer Relationship Management:** We may keep your data for a reasonable period to maintain accurate records and provide better customer service for future bookings or inquiries.
- **Marketing and Communication:** If you have provided consent to receive marketing materials, we may retain your data for marketing purposes until you withdraw your consent or opt-out from receiving such communications.
- **Data Analytics and Market Research:** Data may be retained for more extended periods to analyze travel trends and improve the agency's services.
- **Emergency and Safety Purposes:** Certain critical information, such as emergency contact details and health-related data, may be retained in case of emergencies or for the safety of travelers during and after the trip.

## Your rights in relation to personal data

You are entitled to access the personal data we hold about you, and you can exercise this right by making a Subject Access Request. If you wish to obtain a copy of your personal data from us, kindly contact us at Aarya Village Travel via email: [reservation@aarvatravel.com](mailto:reservation@aarvatravel.com). Additionally, you have the following rights concerning your personal data:

1. **Rectification:** If you believe that any of the information we hold about you is inaccurate or incomplete, please inform us, and we will promptly correct or update it.
2. **Objection:** You have the right to object to the processing of your personal data. If you raise a general objection, we will carefully assess your concerns. Should your rights outweigh our interests in using your data, we will either restrict its usage (refer to section 3 below) or remove it from our records (refer to section 4 below). You can also object to the use of your data for direct marketing purposes, and we will cease such activities.

3. **Restriction of Processing:** In certain situations, you have the right to request the restriction of your personal data's processing. These situations may include a general objection (as mentioned in section 2 above), a challenge to the accuracy of the data we hold, or if we have processed your data unlawfully, but you prefer us not to delete it.
4. **Erase:** There are various circumstances under which you can request the deletion of your personal data. These may include instances where we no longer need your data, you have raised a general objection (as outlined in section 2 above), you have withdrawn your consent (with no other legal grounds for processing), or if we have processed your data unlawfully.
5. **Lodge a Complaint:** We hope to address any concerns you may have, but you also have the right to lodge a complaint in the Nepal Authority, EU Data Protection Supervisor (the "EDPS") if you believe that we have mishandled your personal data. For more information, you can visit their website at <https://edps.europa.eu/>.

### How to contact us?

If you have any questions or queries regarding our privacy practices, your personal information or if you wish to file a complaint, please write to: Aarya Village Travel and email us at: [reservation@aryatravel.com](mailto:reservation@aryatravel.com).