

# Privacy Policy

## Last Updated:

This Privacy Policy describes how Second Star Travel ("we," "us," or "our") collects, uses, and shares your personal information when you use our travel agency services, including our website, mobile applications, and other online or offline interactions (collectively, the "Services").

## 1. Information We Collect

We collect various types of information in connection with the Services, including:

### 1. Personal Information You Provide to Us:

- A. **Contact Information:** Such as your name, email address, postal address, phone number, and emergency contact details.
- B. **Travel Information:** Such as passport details, visa information, frequent flyer numbers, travel preferences (e.g., seat preferences, meal preferences), accommodation preferences, and special needs or medical conditions relevant to travel.
- C. **Payment Information:** Such as credit card numbers, billing address, and other payment details.
- D. **Account Information:** If you create an account with us, we collect your username, password, and other registration details.
- E. **Communications:** Records of your communications with us, including customer service inquiries, feedback, and survey responses.

### 2. Information We Collect Automatically:

- A. **Usage Information:** We collect information about your interactions with our Services, such as the pages you visit, the features you use, the searches you conduct, and the dates and times of your visits.
- B. **Device Information:** We collect information about the device you use to access our Services, including your IP address, browser type, operating

system, device identifiers, and mobile network information.

- C. **Location Information:** We may collect precise or approximate location information from your device if you enable location services.

### **3. Information We Collect from Third Parties:**

- A. We may receive information about you from third-party partners, such as airlines, hotels, car rental companies, and other travel providers, to facilitate your bookings and provide our Services.
- B. We may also receive information from marketing partners, social media platforms, and other public sources.

## **2. How We Use Your Information**

We use the information we collect for various purposes, including:

### **1. Providing and Improving Our Services:**

- A. To process your travel bookings and reservations.
- B. To communicate with you about your travel plans, updates, and changes.
- C. To personalize your experience and offer tailored travel recommendations.
- D. To improve our website, mobile applications, and overall service offerings.
- E. To provide customer support and respond to your inquiries.

### **2. Marketing and Promotional Purposes:**

- A. To send you marketing communications, newsletters, and promotional offers that may be of interest to you.
- B. To conduct market research and analysis to understand customer preferences and trends.
- C. To display targeted advertisements on our Services and third-party websites.

### **3. Legal and Security Purposes:**

- A. To comply with applicable laws, regulations, and legal processes.
- B. To protect our rights, property, and safety, and the rights, property, and safety of our users and others.
- C. To detect, prevent, and investigate fraud, security incidents, and other illegal activities.

### 3. How We Share Your Information

We may share your personal information with the following categories of recipients:

1. **Travel Providers:** We share your information with airlines, hotels, car rental companies, tour operators, and other travel providers to fulfill your bookings and provide the requested services.
2. **Service Providers:** We engage third-party service providers to perform various functions on our behalf, such as payment processing, data analysis, marketing, customer support, and IT services. These service providers are obligated to protect your information and use it only for the purposes for which it was disclosed.
3. **Business Partners:** We may share your information with business partners for joint marketing initiatives or other collaborative efforts.
4. **Legal and Regulatory Authorities:** We may disclose your information to government authorities, law enforcement agencies, or other third parties if required by law or in response to a valid legal request.
5. **Business Transfers:** In the event of a merger, acquisition, reorganization, or sale of all or a portion of our assets, your information may be transferred as part of the transaction.
6. **With Your Consent:** We may share your information with other third parties if you provide your explicit consent.

### 4. Data Security

We implement reasonable technical and organizational measures to protect your

personal information from unauthorized access, disclosure, alteration, and destruction. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

## 5. Your Choices and Rights

You have certain choices and rights regarding your personal information:

1. **Access and Correction:** You may access and update your account information by logging into your account or by contacting us directly.
2. **Marketing Communications:** You can opt out of receiving marketing communications from us by following the unsubscribe instructions included in the emails or by contacting us.
3. **Cookies:** Most web browsers are set to accept cookies by default. You can usually adjust your browser settings to remove or reject cookies. Please note that disabling cookies may affect the functionality of our Services.
4. **Data Portability:** You may request a copy of your personal information in a structured, commonly used, and machine-readable format.
5. **Erasure:** You may request the deletion of your personal information, subject to certain legal exceptions.

To exercise any of these rights, please contact us using the contact information provided below.

## 6. International Data Transfers

Your personal information may be transferred to and processed in countries other than your country of residence, where data protection laws may differ. We will take appropriate measures to ensure that your information receives an adequate level of protection in accordance with applicable data protection laws.

## 7. Children's Privacy

Our Services are not intended for children under the age of 13, and we do not

knowingly collect personal information from children. If we become aware that we have collected personal information from a child without parental consent, we will take steps to delete such information.

## 8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any material changes by posting the updated policy on our website and updating the "Last Updated" date. Your continued use of the Services after the effective date of the revised Privacy Policy constitutes your acceptance of the terms.

## 9. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Second Star Travel