

Introduction

For the purposes of applicable data protection laws, your data controller is:

Creative Travel Pvt. Ltd.
283 Udyog Vihar Phase 2
Gurugram, Haryana 122016. India
engage@creative.travel
T: +91 124 4567777
GDPR Officer : Rajeev Kohli

Our Commitment

Creative Travel is committed to ensuring that the privacy of your information is protected always. This privacy policy explains how we collect information about you, how we use the information we collect and how you can instruct us, if you prefer to limit the use of your information and procedures that we have in place to safeguard the privacy of your information.

We are fully compliant with GDPR regulations in using and storing your personal data responsibly and legitimately. We do not store any data that could be considered personal in nature. We, at no point, will ever sell, rent or redistribute your information. All data is completely secure with restricted access within our team. And you will always have the ability to unsubscribe from our mailing lists.

Changes to this policy

If we change our Privacy Policy and/or any procedures that involve the information that you have provided to us, we will post those changes here. This will ensure you are aware of current information collection methods, uses for that data as well as under what circumstances we may disclose it. Your continued use of our services (including our websites) after this Privacy Policy has been amended shall be deemed to be your continued acceptance of the terms and conditions of this Policy, as amended. We encourage you to bookmark this page and review this Privacy Policy at regular intervals.

Users of our Services

The services and the online functions of our websites are only intended for users aged 13 years and over, so please do not use them if you are under 13 years old. As part of the booking process, we will ask for the age and/or date of birth of any persons under 18 years of age within the party. This information is collected so that we can ensure that access to age restricted services (i.e. kids' clubs) are appropriately adhered to. This information is not used for any other purpose.

By using our websites (which includes our mobile site) and by providing us with your information, you acknowledge that we may collect and use your information in accordance with this Privacy Policy. Where you submit information to us through our websites by downloading and using one of our apps, or when you contact us, you confirm that, where you are providing details on behalf of

someone else you have permission to do so and that you have read, and agree to, the terms of our Privacy Policy.

Use of your information

By using our services (including booking a holiday, registering on our websites, meeting us at travel trade shows or on sales visits) you acknowledge that we can collect and use your information as described in this Policy. Protecting your privacy is extremely important to us and we aim to be as clear as possible about how your information is used. If you have any questions about this, or wish to withdraw your consent at any time, contact us using the details in this document.

The Personal Information that we collect, including but not limited to your name, phone number, postal address and e-mail, will be used to contact or identify you. We will not use or share your information with anyone else. We value your trust in providing us your Personal Information, thus we are striving to use commercially acceptable means of protecting it. But remember that no method of transmission over the internet, or method of electronic storage is 100% secure and reliable, and we cannot guarantee its absolute security. Our Service may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over, and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

We will not use or share your information with anyone else other than suppliers involved with your required services i.e. Hotels, airlines, train operators, etc. We value your trust in providing us your Company/Personal Information, thus we are striving to use commercially acceptable means of protecting it. However, no method of transmission over the internet, or method of electronic storage is 100% secure and reliable, and we cannot guarantee its absolute security. Our Web site or Offer may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over, and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

By choosing to send us a booking, reservation request or a RFP (Request For Proposal) and on contracting business with us, you agree to be included in our clients/prospects data and receive our news and updates. You can always at any time choose to unsubscribe from our newsletters, and request to be removed from our data

Our policy towards children

The Services are not directed to individuals under 16. We do not knowingly collect personal information from children under 16. If we become aware that a child under 16 has provided us with personal information, we will take steps to delete such information. If you become aware that a child has provided us with personal information, without parental consent, please contact us.

Data Protection and Your Privacy

Data Security: While the nature of the Internet is such that we cannot guarantee the security of the information you transmit to us via the Internet, we follow strict security procedures in the storage and disclosure of your information, to prevent unauthorised access or any loss of your information. Our security procedures mean that we may occasionally request proof of identity from you before we can discuss your account details or other queries.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share a password with anyone and (where you have chosen a password) to create a strong password that cannot be easily identified.

Creative Travel and all 3rd parties where your information is shared will take full responsibility for ensuring that the most appropriate security measures are in place to protect your information.

Marketing: Where you have given us your consent, Creative Travel will use your information for some marketing purposes to contact you from time to time regarding offers, news and webinars that we think you might be interested in.

Data Storage: Creative Travel will store and use your information for a set period. We will cease to use your information for marketing purposes 10 years from the point of last interaction (e.g. last brochure order or last email activity etc.) or from the point you request us to stop using your information for marketing purposes, whichever is sooner. At this point, your information is then minimised and only used for analysis.

Data Profiling: Data profiling is used to continually improve the quality of our products, services and communications etc., We will use your information to collate statistics or informative summaries about topics such as (but not limited to) customer behaviours, booking patterns and trends etc., Creative Travel may make automated decisions based on any findings, for example sending you marketing emails with content related to a previous holiday you have booked or that other customers similar to you have booked.

Right to Rectify and Delete: You have the right to request a copy of your information, to object to our use of your information (including for marketing purposes), to request the deletion or restriction of your information, or to request your information in a structured, electronic format. You are always in complete control of how we use your information. Where you have consented to us using your information for purposes as set out in this Privacy Policy (for example asking us to store your email address to receive a newsletter), you can withdraw your consent at any time, by contacting us on +91-124 4567777 or email us at database@creative.travel Where you ask us to stop marketing communications, please be aware it may take us a few days (but no longer than a month) to ensure our systems are updated.

Request that we stop using your information: In some cases, you may ask us to stop accessing, storing, using and otherwise processing your information where you believe we don't have the appropriate rights to do so. Where you gave us consent to use your information for a limited purpose, you can contact us to withdraw that consent, but this will not affect any processing that has already taken place at the time. You can also opt-out of our use of your information for marketing purposes by contacting us, as provided below. When you make such requests, we may need time to investigate and facilitate your request. If there is delay or dispute as to whether we have the right to continue using your information, we will restrict any further use of your information until the request is honoured or the dispute is resolved.

Opt-out of communications: You may opt out of receiving promotional communications from us by using the unsubscribe link within each email; or updating your email preferences by contacting us as provided below to have your contact information removed from our promotional email list or registered database.

Contact Us

Your information is controlled by Creative Travel. If you have questions or concerns about how your information is handled; or if you would like to review, correct, update, suppress or delete personal information that you have previously provided to us, please contact us at engage@creative.travel, which will resolve your queries.

We thank you for placing your trust in us.

Creative Travel Private Limited

Creative Plaza, 283 Udyog Vihar Phase 2, Gurugram, Haryana 122016. India
Tel: +91 124 4567777 | Email: engage@creative.travel