

TripOAsia Privacy Policy

Purpose of the Policy

TripOasia ("TripOasia," "we," "our," "us") values your privacy and is dedicated to safeguarding your personal details. This policy outlines TripOasia's procedures concerning personally identifiable information or personal data ("personal information/PI"). These practices are applicable to our online platforms, email communications, voice calls, text messages, and social media profiles (referred to collectively as the "Platforms"). By utilizing our Platforms, you signify your acceptance of the terms outlined in this policy

Why We Have This Privacy Policy

This privacy policy is here to inform you about how TripOasia gathers and handles your personal information (PI). This includes any information you share on our Platforms when you buy something or subscribe to our newsletter. It's important to read this privacy policy along with any other notices or fair processing policies we might share on certain occasions when we collect or use your PI. This policy adds to other notices and policies and doesn't replace them

Contact Information

TripOasia is the company responsible for handling your personal information (PI). If you have any questions about this privacy policy, you can reach out to us using the details below:

Full name of our company: TripOasia LLC

Email address: info@tripoasia.com

Policy Updates

We regularly review and update our privacy policy. TripOasia may make small changes to this Privacy policy that won't negatively impact your privacy unless required by law. For significant changes, we'll publish them on our website and, when possible, notify you through email or pop-up messages the next time you use our Platforms. Changes become effective on the specified date. You can always find the current version of the Privacy policy on our website.

Categories of Personal Information We Collect

At TripOasia, we collect certain categories of personal information to provide you with our travel services effectively. The types of personal information we collect include:

1. Email Address:

We collect your email address to communicate important travel information, booking confirmations, and updates.

2. Phone Number:

Your phone number is collected for communication purposes and to facilitate any urgent travel-related notifications.

3. Full Name:

We require your full name for accurate identification and to ensure seamless travel arrangements.

4. Personal Identification Information:

Personal identification information is gathered to meet legal and security requirements associated with travel bookings.

Contacting Our Customer Support

If you reach out to our customer support services, we will gather any questions, issues, or feedback you share with our support team. This helps us address your concerns effectively and enhance our services based on your input. Rest assured, we do not collect any Special Categories of Personal Information. This means we don't ask for sensitive details like your race, religion, sex life, political beliefs, or health information. Additionally, we don't gather details about criminal convictions or offences. We prioritize your privacy and the security of your personal information. If you have any questions or concerns about how we collect your information, feel free to contact us at info@tripoasia.com.

Personal Information

If we need to collect personal information as required by law or as part of a contract, and you don't provide that information when asked, we might be unable to fulfill the contract we're working on with you. For instance, this could mean we can't provide you with goods or services. If such a situation arises, and we have to cancel a product or service you have with us, we'll inform you promptly.

How We Obtain Your Personal Information

We employ various methods to gather your personal information (PI): **Directly from You:** We collect your PI directly from you, whether through live chat, online forms, or voice calls/messenger. Any contact information (emails, phones, etc.) provided during interactions is considered your personal contacts and saved for future communications, unless you request otherwise (for one-time communication only). This includes instances such as requesting a quote, registering or booking travels, and contacting our customer support.

Chat Interactions: If our chat is closed or interrupted (e.g., on Telegram, Instagram, WhatsApp, Facebook, regular SMS), we may reach out later through automated phone and text messages or email to resume our communication. No purchase is necessary, and you can opt-out by replying to messages or notifying us during a phone call. **Voice Calls:** Voice calls are a valuable opportunity for immediate customer support and providing additional product features not readily noticeable on the website. We usually call back based on your request. Unfinished conversations (due to chat issues, email errors, or poor internet connection) may necessitate immediate response. We do not engage in unwanted telemarketing or annoying advertising campaigns. Opting out of this communication is possible at any time by contacting us via phone or email.

How We Use Your Personal Information

According to our policy, we might reach out to you as a Regular Customer through the email or phone details you've provided in previous requests and transactions. This could happen, for instance, if you accidentally provided the wrong contact information or if we can't reach you through the details left in your last request or purchase. If you wish to opt-out, please get in touch with us. **Bookings:** We and our travel partners use your Personal Information (PI) to process your bookings and store your itinerary information where applicable. If you decide to take part in promotional activities, relevant information may be used for administering these promotions.

To communicate with you, including the following:

- Sending booking confirmations.
- Sending alerts and notifications you've subscribed to, including to your mobile device.
- Requesting reviews.
- Updating you on itineraries processed by our service.
- Contacting you if you've reached out to TripOasia customer support.
- Sending information servicing and administrative emails.

Legal purposes in certain cases we may need to use your information to handle and resolve legal disputes, for regulatory investigations and compliance or to enforce the terms of use of the service.

How we store and protect your personal Information

Our servers and data centers are situated in the U.S, and our service providers may operate from there and other countries. By providing us with personal information (PI), you consent to the transfer and storage of your personal information in these countries. TripOasia implements a security program designed to safeguard the personal information stored in our systems against unauthorized access and misuse. Personal information may only be accessed by individuals within our organizations or our service providers for the purposes outlined in this Privacy Policy. We have implemented suitable security measures to prevent your personal information from being unintentionally lost, used, or accessed in an unauthorized manner, altered, or disclosed. Furthermore, access to your personal information is restricted to employees, agents, contractors, and other service providers with a legitimate business need to know. They will process your personal information only as per our instructions and are bound by a duty of confidentiality. We have established procedures to address any suspected breaches of personal information and will notify you and any relevant regulatory authority of a breach if required by law.

Requests and Complaints

In specific situations outlined by applicable law, you have the following entitlements:

Request for Access to Personal Information (PI):

This is commonly known as a "data subject access request." It allows you to receive a copy of the PI we hold about you, with disclosure limited to the 12-month period before the verifiable request. You may also request information on the categories of sources, business purposes, third-party sharing, and disclosed PI categories.

Request for Correction of PI:

You can request the correction of incomplete or inaccurate PI, subject to verification of the accuracy of the new information provided.

Request for Deletion of PI:

Submit a verifiable request to ask for the deletion of your PI. Note that there may be cases where we may reject such requests.

Request to Opt-Out from PI Sales/Sharing:

Submit requests through the "Do Not Sell/Share My Personal Information" website.

For effective communication, please continue using the Verified Email previously used for price quotes or purchasing services. While requests can also be made via voice call, our responses will be through the Verified Email, in compliance with legal requirements and for data protection.

If submitted through an authorized agent or third-party service, additional verification via Verified Email will be required.

Contacts :

Submit complaints/requests to the Data Protection Officer (DPO) via the provided email address.

Retention Duration

We will uphold your personal information (PI) only for a duration that is reasonably necessary to fulfill the initial purposes for which it was collected. This includes meeting any legal, regulatory, tax, accounting, or reporting obligations. In instances where a complaint arises or if there is a reasonable belief of potential litigation concerning our relationship with you, we may extend the retention period for your PI.

In determining the appropriate duration for retaining PI, we take into account factors such as the quantity, nature, and sensitivity of the PI, the potential risks associated with unauthorized use or disclosure, the purposes for which we process the PI and the feasibility of achieving those purposes through alternative means. Additionally, we consider the pertinent legal, regulatory, tax, accounting, or other requirements.