

Vajra Adventure Pvt. Ltd. Aasahi Homes Complex, Bharma Kumari Marga, Thamel-27, Kathmandu, Nepal

**Effective Date:** 01.01.2025 **Last Updated:** 15.01.2025

# Privacy Policy for Vajra Adventure Pvt. Ltd.

At Vajra Adventure Pvt. Ltd. ("Vajra Adventure"), accessible via <u>vajraadventure.com</u>, your privacy is one of our top priorities. This Privacy Policy explains how we collect, use, and protect your personal data when you use our services. By using our website, you agree to the terms outlined in this Privacy Policy.

#### 1. Who We Are

Vajra Adventure is a Nepal-based travel agency that provides travel and tourism services for travelers worldwide, including users from the United States of America and Europe. For any questions or concerns about this Privacy Policy, you can contact us at: <a href="mailto:info@vajraadventure.com">info@vajraadventure.com</a>

#### 2. Data We Collect

When you use our website, we may collect the following types of personal data:

- Contact Information: Name, email address, and phone number.
- **Booking Information:** Travel dates, number of travelers, and tour selections.
- Technical Data: IP address, cookies, and analytics data for website statistics and marketing purposes.
- Additional Information: Any other details you provide through our inquiry or booking forms.

### 3. How We Use Your Data

We collect and process your personal data for the following purposes:

- Order Processing: of your inquiries, bookings, and communicate with you about your reservations.
- Marketing: To send you promotional materials and updates about our services (with your consent).
- Analytics: To improve the performance of our website and understand visitor behavior using analytics tools.
- Legal Compliance: To comply with applicable laws and regulations.

### 4. How We Obtain Consent

- We use cookie banners to obtain your consent for collecting cookies and analytical data.
- By submitting your personal details through our booking or inquiry form, you consent to us processing your data for the stated purposes.

You can withdraw your consent at any time by contacting us at <a href="mailto:info@vajraadventure.com">info@vajraadventure.com</a>.



### 5. User Rights Under GDPR

If you are a resident of the European Economic Area (EEA), you have the following rights regarding your personal data:

- Right to Access: Request access to the personal data we hold about you.
- Right to Rectification: Request correction of inaccurate or incomplete data.
- **Right to Erasure:** Request deletion of your personal data where it is no longer necessary for the purposes for which it was collected.
- Right to Restrict Processing: Request to restrict the processing of your data in certain situations.
- Right to Data Portability: Request a copy of your data in a structured, commonly used format.
- Right to Object: Object to the processing of your data for direct marketing purposes.

To exercise these rights, please email us at info@vajraadventure.com.

### 6. Data Sharing with Third Parties

We may share your data with the following third parties:

- Analytics and Advertising Providers: We use analytics tools to improve our website and target advertising.
- **Service Providers:** We may share booking details with hotels or other service providers in Nepal to prebook your stay and ensure your travel arrangements are completed.

We strive to select third parties that comply with applicable privacy laws. However, some of our service providers are based in Nepal or outside the EEA, where GDPR-equivalent data protection laws may not exist.

### 7. Data Security

We implement technical and organisational measures to protect your personal data, including:

- SSL Encryption: To secure data transmitted between your browser and our website.
- CAPTCHA Verification: To protect against unauthorised access.

Despite our efforts, no data transmission over the internet can be guaranteed 100% secure.

### 8. Data Retention

We retain your personal data only as long as necessary to fulfill its purpose, including:

- Booking and inquiry data: Retained until your travel services are completed.
- Blog/Newsletter subscriptions: Retained until you unsubscribe.
- Inactive user data: Deleted after 1 year.

### 9. International Data Transfers

As a travel agency based in Nepal, some of your data may be transferred to and processed in Nepal. Please note that Nepal may not have data protection laws equivalent to those in the EEA.



## 10. Policy Updates and Notifications

We may update this Privacy Policy from time to time. Any changes will be communicated via:

- Email Notifications: If you've provided your email address, we'll notify you of significant changes.
- Website Notifications: We'll display a banner or pop-up on our website for updates.

We encourage you to review this Privacy Policy periodically.

### 11. Contact Us

If you have any questions about this Privacy Policy or wish to exercise your rights, please contact us at:

Email: info@vajraadventure.com

# **Cookie Policy**

For details about how we use cookies and manage your preferences, please refer to our Cookie Policy.