

PRIVACY POLICY

GENERAL

Inclutrip takes personal data privacy seriously. We process personal data about you, because you use our website, our services and because you provide this information to us. We do our utmost to process the information you have provided in a careful manner. This privacy statement gives you a clear overview of what personal data we process, how we handle your personal data and explains as clearly as possible why we collect it. Inclutrip acts in accordance with the GDPR 2018 as well as India's most recent Digital Personal Data Protection (DPDP) Act 2023.

SUMMARY OF THE PERSONAL DATA WE PROCESS

- i. First and last name
- ii. Phone number
- iii. E-mail address/s you
- iv. Medical information
- v. Passport and Insurance information
- vi. Location
- vii. Data about your activities on our website
- viii. IP address
- ix. Type of browser and device
- x. Other information related to customer surveys and offers etc.

We do not store customer credit card numbers or any other payment information other than invoices, statements, and confirmation of payments.

OUR COMMITMENT TO YOU

We promise to safeguard your privacy and personal information, always. We will keep your personal information safe and never pass it to third parties for marketing purposes without your express consent.

CONSENT

By disclosing your personal data to us, you consent to the collection, processing, and use of your personal information in accordance with the terms of this privacy policy. If you do not agree to our use of your information, we regret that we cannot accept your booking and/or engage in business with you.

WHY WE NEED YOUR DATA, THE DURATION, USAGE, THIRD-PARTY SHARING and OPTING OUT

- i. To be able to e-mail you when this is necessary to provide our services e.g. when queries and quotations are requested via our website.
- ii. To send you requested information post filling the contact form.
- iii. To analyse your behaviour on the website to improve our website and to adjust it to your preferences.
- iv. Internal record-keeping and audit purpose.
- v. Your email address will automatically be uploaded to the mailing list for you to receive the latest information, news, offers and brochures as requested.
- vi. Inlutrrip will not store your personal data any longer than necessary to achieve the purposes for which your data is collected. If you wish to request a copy of the personal data, we have stored on our system relating to you, please email your request to contact@inlutrrip.com.
- vii. Except for the cookies that we use, as included in our cookie statement, the data that we collect from you on our website will not be shared / processed by third parties. unless you agree for us to do so in relation to any trip request/ booking you have made with us.
- viii. You can opt out from our email marketing database at any time by clicking on the **unsubscribe** button which is featured at the bottom of any marketing email we send you.

OTHER DATA PRIVACY INFORMATION

Inlutrrip cannot be held responsible if you click any banner advertisements or other links on our website which will result in you being transferred to another website, where data privacy practices may be different to those of Inlutrrip LLP.

MAPPING YOUR VISIT TO OUR WEBSITE

COOKIES

- i. A cookie is a small text file that is stored by the browser of your computer, tablet, or smartphone when you first visit our website.
- ii. Inlutrrip uses different types of cookies:
 - Functional cookies: These are cookies with a purely technical functionality. These ensure that the website works properly. Using these, we can optimize our website and the services through our website.
 - Analytic cookies by third parties: These cookies can keep track of your online behaviour. These cookies are placed when using analytical service providers, such as Google Analytics.
 - Tracking cookies: These cookies are placed by an external party. By reading these cookies the advertiser recognizes you when you visit a site in which he is also involved. If you continue browsing, personalized ads can be shown. These cookies can also keep track of your online behaviour, which may result in a very specific profile being built by these parties. This profile can be so detailed that it is considered personal data.
- iii. Your cookie settings were set by you on your first visit to our website. All non-functional cookies can be denied per category. Placement of cookies, other than functional or anonymous analytical cookies, takes place only after an active action by you as a visitor. You can change your settings at any time via our website.

ACCESSING, ADJUSTING OR DELETING YOUR DATA

You have the right to

- a) access your personal data
- b) request an adjustment of your data
- c) request that less of your data be processed by us
- d) apply for the removal of your data
- e) have your data transferred to someone else and
- f) file a complaint

If you have any questions, comments, or complaints about the way Inclutrip processes your data, please send them to contact@inclutrip.com. Inclutrip will respond to your request within two weeks. There may be occasions when we may be required by law to store your data for a certain period beyond your request to comply with financial services regulations. We will advise you of any necessary extensions we are legally obliged to adhere to when responding to your request.

SUBJECT ACCESS REQUEST (SAR)

If you wish to request a copy of the personal data, we have stored on our system relating to you, please email your request to contact@inclutrip.com. You must email your request using the exact email address your request relates to. We will undertake your request within 30 days of submission.

SECURE CONNECTION USING SSL - ENCRYPTION

To protect you as a website visitor, Inclutrip uses secure encryption technologies. Using SSL (Secure Socket Layer) your personal data is encrypted (not visible to third parties) on our site. This way, you can be sure that your data will only be visible to you and our server.

SECURITY AND VERSION

Inclutrip takes the protection of your data very seriously and therefore takes appropriate measures to prevent misuse, loss, illegal access, unwanted disclosure, and unauthorized modification. If you feel that your data is not properly secured or if there are indications of abuse, please contact us directly at contact@inclutrip.com.

DATA BREACH & NOTIFICATION

In the unlikely event of any data breach, we will notify the appropriate supervisory authority within 72 hours of discovering the breach. In the unlikely event of such a data breach resulting in a high risk to the rights and freedoms of individuals, we will notify those individuals wherever feasible within 72 hours of discovering the breach. Any queries or complaints relating to our data protection policy should be directed to contact@inclutrip.com. We will aim to respond to any requests within 5 working days of receipt.

CHANGES TO THE PRIVACY POLICY

We may change this policy from time to time, to reflect on how we are processing your data. If we make significant changes, we will make that clear online or by email, so that you are able to review the changes before you continue to use Inclutrip.