

TravelContact Privacy Policy

This Privacy Policy statement is made by TravelContact ("TravelContact", "we", "us" or "our") and is effective as of 25th May 2018.

Our Privacy Commitment

Our commitment is to the security and protection of all platform data. Moreover, our commitment is that we do not, and will not, make any money from advertising revenue, even from the free edition of our product.

Our privacy policy is divided in two (2) sections:

Section One: Information we control – This section details both your information that we control and the information that we process on your behalf.

- Data that we collect
- Use of data
- Disclose of data
- Your rights and choices

Section Two: General Information – This section covers more information on Section One and other general topics relevant to our Privacy Policy

- Use by Minors
- Security and Retention
- Links to other websites
- Updates to this privacy

Section One – Information that TravelContact controls

This section is divided into two parts:

Part One – Your information that we collect and control

Part Two – Customer information that we process on your behalf

Part One – Your information that we collect and control

What information do we collect?

TravelContact only collects information needed for a legal and legitimate purpose. Your information collected comes only if (I) you provided the information yourself, (II) we

automatically collected the information, or (III) we obtained your information from a third party (collectively “personal information”).

(I) Information that you provide

- At signup: When you register to use our service, we ask for the following information:
 - First and Last name
 - Contact information: email, number and address
 - Company information: Name, country, number of employees
 - Employee information: If more than one user, we ask for the employee’s name and contact information
 - General: Preferred language, time zone, currency, date format and number format
- Payment: When you purchase our solution, aside from your contact information, we also ask for your form of payment. We use a third party platform for payment and processing. We do not store your credit card information on our servers
- Webinars and support tickets: When you sign up for an online webinar or provide a support ticket, we collect (I) your name and email, (II) your agency, (III) any comments or suggestions made and (IV) any attachments submitted.

(II) Information collected automatically

- From browsers: by visiting our website, we collect information made available, such as (I) browser type, (II) time zone, and (III) date and time. We use Google Analytics to view this information
- From our application logs: we collect and analyze your use of our product. This includes log-in and log-out logs, clicks, scrolls, modules used, times and frequency. This allows us to better understand your use and help us improve our solution
- Information from our partners: we may obtain your name and contact information from one of our partners.

How do we use your data?

In addition to the points mentioned above, we use your data for:

- Communication: we use your data to keep you posted on new products, events, offers, promotions and updates to our terms. We also use your data for sales and invoicing
- Participation: we may contact you to participate in events, surveys and for testimonials
- Maintenance: setting up and maintaining your account, enabling collaboration and backing-up or restoring data
- Usage of software: to understand your use of our platform in order to improve our offering

- Customer Support: record, analyze and use your interactions with us, including email, telephone, and chat conversations with our sales and customer support professionals, for improving our interactions with you and other customers
- Trends: analyze and monitor trends to help improve our product offering

We will use your personal data in order to fulfil obligation arising from law and/or use your personal data for options provided by law. We reserve the right to anonymize any personal data gathered and to use any such data.

What are your rights and choices?

- Opt out of non-essential communications: you may opt out of receiving newsletters and other non-essential messages by using the 'unsubscribe' function. However, you will continue to receive notices and essential transactional emails.
- Optional information: you may choose to not provide any optional information. At any time, you can change or delete this information.

Who do we share your information with?

- We do not sell any of your personal information. We share your information only in the ways described above and only with parties that adopt appropriate privacy and confidentiality measures.
- Employees: employees have access to the information covered on and confidential and need to know basis. We require all employees to follow this Privacy Policy
- Third-party Providers: we may need to share your personal information as aggregated or de-identified information with third-party providers.

Your rights and choices

- Right to information: you have the right to know whether your personal information is being processed; what data is gathered, from where it is obtained and why and by whom it is processed.
- Right to access: you have the right to access the data collected from/about you. This includes your right to request and obtain a copy of your personal information gathered.
- Right to rectification: you have the right to request rectification or erasure of your personal information that is inaccurate or incomplete.
- Right to erasure: In certain circumstances, you can request for your personal information to be erased from our records.
- Right to restriction of processing: you may also have the right to request to restrict the use of your information in certain circumstances
- Right to data portability: you have the right to obtain your personal information in a readable format or if it is feasible, as a direct transfer.

- Right to object: you have the right to object to the use of your information in certain circumstances.
- Right to complain: you have the right to complain to the appropriate supervisory authority if you have any grievance against the way we collect, use or share your information. This right may not be available to you if there is no supervisory authority dealing with data protection in your country.

How long do we retain your personal information?

Your personal information is retained for as long as the purpose under this Privacy Policy requires. We may, sometimes, retain your information for longer periods of time as required by law. When we no longer need to have your personal information, we will delete and anonymize such information from our database.

Part Two - Customer information that we process on your behalf

Information entered in TravelContact:

You may entrust information, controlled by you, that is connected to our services. This includes information relating to you customers, providers, employees or data that you hold and use on behalf of your customer (collectively, "service data").

Who owns and controls the service data?

You are the owner and control you service data. We will provide you with the tools to control your data, by providing you the ability to access, share, export or delete such data.

How we use your service data?

We use your service data when you instruct us through our modules. This information is used for itinerary purposes, invoicing and automated communications to your clients.

Who do we share service data with?

- We do not sell any of your service data.
- Employees: employees have access to certain service data and on a need to know basis so they can support, identify, help and solve any issues and errors.
- Third-party Providers: Some of our products allows you to collaborate with other third parties. In this case, you will have the control to share such service data with those third parties.

How long do we retain service data?

We hold your service data in your account for as long as you choose to use TravelContact. Once you choose to cancel your service with us, your data will be deleted during our database clean-up. This clean-up process occurs twice a year.

Section Two – General Information

Use by minors:

Our product and service is not directed towards individuals under 16 years of age. We do not knowingly collect, or intend to collect, information from individuals who are under 16 years of age. If we become aware that an individual under 16 years of age uses our products or services, we will take an immediate course of action to delete any and all information. If you are aware, or believe, that an individual under 16 years of age is using our products or services, please send us an email at legal@travelcontact.com with the details.

How secure is your information?

As stated before, our commitment is to the security of your data. We use safety protocols for communication and transferring of all data, such as HTTPS, as well as encryption of all personal information and service data. We take steps to safeguard all data with appropriate internal procedures, technical, support and administrative, to prevent any unauthorized access or destruction of all data.

Transfers of your data

By using our products and services, you consent to the transfer, processing and storage of your personal information and service data within the United States of America and any other country that TravelContact operates

Links on our websites

We may provide the ability to connect to other websites. These websites may operate independently from us and may have their own privacy notices or policies, which we suggest you review. If you input any personal information or service data to a website that is not controlled by us, we are not responsible for its content, any use of the website or the privacy practices of the operator of the website.

Cookies

We do not use Cookies

Compliance and notification of change of Privacy Policy

We will periodically review our Privacy Policy to ensure that we are still compliant with any new regulations that arise. We may change this Privacy Policy from time to time with the developments of new features, changes in laws and our internal practices. At which point that we update our Privacy Policy, we will notify you to your primary email address 30 days prior to changes being made. At this point, if you believe that the changes affect your rights with the use of our product, you can terminate our service by emailing us within the 30 days. Your agreement to the changes of our Privacy Policy, will be deemed by your continued use of our products and services after the effective date of such changes.

Contact us?

If you have any questions or concerns, please contact us at legal@travelcontact.com