

Nirvana Journeys Privacy Policy

Nirvana Journeys welcome you in the privacy and policy page. This Privacy Policy describes how we collect, use, and disclose your personal information when you visit or make a purchase from our website or use our travel booking services. Nirvana Journeys guarantees your privacy and ensures its protection.

1. Information We Collect

We collect information about you when you provide it directly to us, when you use our site and when we obtain it from third parties.

1.1. Information You Provide Directly

This includes personal details you provide when you book a trip, create an account, subscribe to our newsletter, or contact us.

- **Contact Information:** Name, email address, phone number, and postal address.
- **Booking Information:** Passport details (number, issue/expiry date, country), date of birth, gender, nationality, and frequent flyer numbers.
- **Payment Information:** Credit/debit card details (though processed securely by a third-party payment processor and not stored directly by us), billing address.
- **Travel Preferences:** Dietary requests, seat preferences, accommodation type, and special assistance needs.
- **Communication Content:** Records of your correspondence with us (e.g., emails, chat logs).

1.2. Information We Collect Automatically

When you access our Site, we automatically collect certain information about your device and browsing activity.

- **Device Information:** IP address, browser type, operating system, and device identifiers.
- **Usage Data:** Pages viewed, links clicked, time spent on the Site, and the referring website or search query.
- **Cookies and Tracking:** We use cookies and similar tracking technologies to enhance your experience and analyze usage.

2. How We Use Your Information

We use your personal information for the following purposes:

- **To Provide Services:** To process and fulfill your travel bookings (flights, hotels, tours, insurance, etc.), send you service-related communications, and manage your account.
- **Customer Support:** To respond to your inquiries, provide assistance, and resolve issues.
- **Communication:** To send you updates, confirmations, travel advisories, and promotional offers (if you have opted in).
- **Security and Fraud Prevention:** To protect against fraudulent or unauthorized transactions, and to ensure the security of our Site and services.
- **Business Operations:** To improve our services, analyze trends, conduct internal research, and for general business administration.
- **Legal Compliance:** To comply with applicable laws, regulations, and legal processes.

3. Sharing Your Information

We share your personal information with third parties only as necessary to provide our services and for the purposes described in this policy:

- **Travel Suppliers:** We must share your relevant booking information (e.g., name, passport, preferences) with necessary third-party travel providers, such as airlines, hotels, car rental companies, and tour operators, to complete your reservation.
- **Third-Party Service Providers:** We use external companies (e.g., payment processors, IT service providers, analytics providers) to perform functions on our behalf. These providers are obligated to protect your information and use it only for the purposes for which it was shared.
- **Legal Requirements:** We may disclose your information if required to do so by law or in response to valid requests by public authorities (e.g., a court order or government agency).
- **Business Transfers:** In connection with a merger, acquisition, or sale of assets, your information may be transferred to the acquiring entity.

4. International Data Transfers

As a travel agency, it is often necessary to transfer your personal information to countries outside of your country of residence to complete your bookings with international suppliers (airlines, hotels, etc.). We take steps to ensure your data is treated securely and in accordance with this Privacy Policy.

5. Data Security

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, and destruction. However, no method of transmission over the Internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

6. Your Rights

Depending on your jurisdiction, you may have the right to:

- **Access** the personal data we hold about you.
- **Correct** inaccurate or incomplete personal data.
- **Delete** your personal data, subject to certain legal exceptions.
- **Object to or restrict** the processing of your personal data.
- **Withdraw Consent** at any time, where processing is based on consent.
- **Data Portability** (receive your data in a structured, commonly used, and machine-readable format).

To exercise any of these rights, please contact us using the details below.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our practices or for other operational, legal, or regulatory reasons. We will post the revised policy on this page with an updated "Effective Date."

8. Contact Us

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by email or mail at the following details:

- **Nirvana Journeys**
- **Email:** info@nirvanajourneysnepal.com
- **Phone:** +977-9862410951
- **Website:** www.nirvanajourneysnepal.com