

## Privacy Policy

We at Maps & Stories look forward to planning your upcoming vacation. This Privacy Policy explains how we collect customer data, use it and protect it. It also outlines our practices regarding data sharing, security measures, and customer rights.

The terms "we", "us" and "our" refer to Maps & Stories Travel LLP and our suppliers, channel partners, agency partners, agents or any such entities which have collaborated with us in planning your vacation. The term "you" and "your" refers to you, the client, or your friends and family, your guests or anyone who is traveling with you, who has booked a reservation through us, or used our services. The term "package" refers to the bundle of services and products that you buy from us – including but not limited to flight ticket reservations (domestic and international), airport transfers, rental cars, transportation services, accommodation, activities, driving and guiding services, visa assistance, travel insurance or general consultancy with respect to your trip planning

This policy is effective April 1, 2025. This *Privacy Policy* document is updated frequently and we recommend you consult our website for the most updated version.

### Information collection

During the course of our engagement, we may collect the following data from you:

*Personal Data* – Name, address, sex, date of birth, marital status, email, phone number, social media handles

*Employment details* – your employer, employer's name and address, details of your employment

*Professional details* – your professional background, current professional status

*Travel Data* – Travel dates, your travel itinerary, your travel history, existing and previously used visas

*Documents* – Passport, PAN, Copy of your Visas, Residency status

*Financial information* – your annual income (both amount and source), your credit card details, your bank details

## How is this information collected

We collect this information through in-person interactions (in our registered office, or elsewhere), through the telephone, through email, through messaging apps (such as Whatsapp, Signal)

## How is this information used

The information collected from you can be used for any of the following:

*Booking services* – for the purpose of booking travel related services for you – this includes flight tickets, hotel reservations, rental cars, tours and attractions, guiding and transportation services, visa related services and travel insurance .

*Communication* – for the purpose of communicating confirmation to you – in form of vouchers, tickets, confirmation numbers etc.

*Visa related* – for the purpose of assisting you with your visa application

*Marketing and Promotions* – for the purpose of sending you newsletters, promotional offers, special deals and other travel related news and reading recommendations.

## How this information is shared

The information collected from you may be shared with the following entities:

*Third-Party Service Provider* – such as airlines, transportation companies, rental car companies, hotels, local agencies and activity providers and guides which are involved in providing you with services before, during or after your planned trip.

*Law enforcement officials* – as and when required and asked for by local or international law enforcement or regulatory bodies.

## Your rights as our customer:

As our customer you have the right to:

- *Access and revise/correct* the information that you have shared with us
- *Request us to delete the data* that we have already collected
- *Opt-out* of any marketing communication
- *Request a copy* of your personal data on file with us.

### Changes to the Policy:

This privacy policy may be updated from time to time and we will upload the most recent privacy policy statement on our website <https://mapsandstories.com/>

### Contact us:

Please reach out to us if you have any concerns/requests/comments. Our contact details are mentioned below:

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