

# PRIVACY POLICY

## Booking Shooking

A Udyam-Registered Sole Proprietorship, Ahmedabad, India

Effective Date: 1 December 2025

### 1. INTRODUCTION

Booking Shooking ("Company", "we", "our", "us") is a Udyam-registered sole proprietorship based in Ahmedabad, India, offering travel services including flight bookings, holiday packages, visa assistance, tours, and travel insurance.

We are committed to safeguarding the privacy, confidentiality, and security of the personal information of all customers ("you", "your").

This Privacy Policy is structured to comply with the Digital Personal Data Protection Act (DPDP Act) 2023 (India) and globally accepted privacy guidelines relevant to the travel and tourism sector.

By using our services, contacting us, or providing your personal information, you consent to the practices described in this Privacy Policy.

### 2. SCOPE OF THIS POLICY

This policy applies to:

All customers using our website, WhatsApp number, social media, and booking portals

All users contacting us for flights, holiday packages, visa assistance, or any other services

Data collected via digital forms, email, chat, calls, or through third-party suppliers

### 3. INFORMATION WE COLLECT

We collect personal information required to provide travel services effectively and securely.

This includes:

#### 3.1 Basic Personal Information

Full Name

Phone Number

Email Address

Residential Address (only when required)

Date of Birth

#### 3.2 Government-Issued Identification

Domestic Travel:

Aadhaar Card details

#### International Travel:

Passport Number

Passport Expiry Date

Place of Issue

Nationality

Visa Details (if required)

#### 3.3 Travel Information

Destination & travel dates

Ticketing information

Travel preferences

Hotel details

Meal preferences

Emergency contact information

#### 3.4 Payment Information

UPI ID

Bank transfer details

Card payment references

(Note: We do not store or process card numbers or CVV codes.)

#### 3.5 Communication Data

WhatsApp messages

Email communication

Customer support interactions

Feedback and reviews

#### 3.6 Technical Data (Future Implementation)

Once analytics are implemented, we may collect:

IP address

Cookies

Device and browser type

Website usage patterns

### 4. HOW WE USE YOUR INFORMATION

We use your data strictly for legitimate business purposes, including:

#### 4.1 Service Fulfillment

Booking flights, hotels, tours, and travel packages

Processing visa applications

Providing travel insurance assistance

Issuing invoices, tickets, vouchers, and confirmations

#### 4.2 Communication

Sending booking updates, reminders, alerts

Customer support via WhatsApp, call, or email

Addressing queries and emergencies

#### 4.3 Marketing & Promotions

Sending promotional offers

Travel news

Seasonal discounts

New services

(You may opt-out anytime by contacting us.)

#### 4.4 Legal & Compliance

Preventing fraud

Verifying identity

Responding to government or regulatory requests

### 5. HOW WE SHARE YOUR INFORMATION

We share data only as necessary to fulfil your travel booking:

#### 5.1 Third-Party Travel Suppliers

Airlines

Hotels

Visa facilitation centers

Tour operators

Travel insurance providers

These providers use your data according to their own privacy policies.

#### 5.2 Government & Immigration Authorities

Embassies & consulates for visa applications

Airports for travel clearance

Security agencies if required by law

#### 5.3 Payment & Financial Institutions

Banks (for UPI & transfers)

Fraud prevention tools

We do not sell, trade, or rent your personal data.

## 6. DATA STORAGE & SECURITY

We use security measures to protect your data from unauthorized access, disclosure, alteration, or destruction.

Security Practices Include:

Encrypted storage of documents

Restricted access to sensitive information

Secure communication channels

Internal data protection standards

We retain your data only as long as necessary to provide services and comply with legal obligations.

## 7. INTERNATIONAL DATA TRANSFERS

When making international bookings or submitting visa applications, your information may be transferred to countries outside India.

Such transfers occur only for essential travel-related purposes (e.g., airline servers, embassy systems).

## 8. YOUR RIGHTS UNDER THE DPDP ACT 2023

You have the right to:

Access your personal data

Request correction

Request deletion (subject to service obligations)

Withdraw consent for non-essential communication

Know how your data is processed

To exercise these rights, contact us at:

[mailbookingshooking@gmail.com](mailto:mailbookingshooking@gmail.com)

## 9. CHILDREN'S PRIVACY

We do not knowingly collect personal data from children below 18 without parental consent.

For minor travellers, passport/Aadhaar may be collected only with guardian approval.

## 10. COOKIES & ANALYTICS (Future Implementation)

Once implemented, we may use:

Cookies

Website analytics

Tracking pixels

These will help improve website performance and user experience.

A separate Cookie Policy will be added at that time.

#### 11. DATABREACH PROTOCOL

In the event of a data breach:

We will notify affected users

We will notify authorities if required

We will take corrective measures immediately

#### 12. CHANGES TO THIS PRIVACY POLICY

We may update this policy occasionally.

Revised versions will be posted on our website with a new date.

#### 13. CONTACT INFORMATION

For queries, requests, or complaints, contact:

Booking Shooking

Udyam-Registered Sole Proprietorship

Ahmedabad, India

mailbookingshooking@gmail.com

WhatsApp/Call support available