

## User Privacy Policy of BidMyTrip:

BidMyTrip [BMT], at <https://www.bidmytrip.net>, conforms to the privacy of citizen data as per directives given under the law of the land. BMT is committed towards the protection and management of your personal information and data.

This Policy, describes inter-alia BMT's procedures for the collection, processing, disclosure and protection of your personal information when you, as a user, access our website <https://www.bidmytrip.net> or its mobile application or any of its related tools, related social media platform, services on the BMT Platform.

This Policy outlines user privacy rights. Please note that we use your personal information to inter alia provide you with the service(s) available on the BMT Platform in the best possible manner, smooth access to the facilities and services provided by BMT and to actually perform tasks that ensures the outlined services of BMT.

This Privacy Policy shall not be applicable to third-party websites/apps that may be linked to BMT Platform. Users are requested to refer to respective third-party websites/apps' privacy policies such as the websites and apps of service providers or travel/agents/tour operators, to understand how Personal Information will be collected and processed by such websites/apps. BMT is not responsible and will not be held responsible, for data/information privacy on others' platforms such as service providers and third party platforms.

This Privacy Policy shall be read along with the Terms and conditions laid out by BMT. The final decision of resolution of any perceived ambiguity in the terms lies with BMT. The terms may not be interpreted by you, the user, as per your own perception and understanding.

By using or accessing the BMT website you agree to the collection and use/processing of Personal Information in accordance with this Privacy Policy. This collection of information is necessary to provide the services on BMT Platform.

### Terminology in this Privacy Policy

For the purposes of this Privacy Policy:

**Account** means a unique account created for You on the BMT Platform to access our services.

**BidMyTrip**, referred as **BMT**, is the Platform that stands for entire services providing search, browse and booking facility for tours and holiday packages along with all other functions needed for end-to-end provision of the services including user registration, agent registration and all other such functions required and as implemented on <https://www.bidmytrip.net>

**Device** means any device that can be used to access the our Platform such as a computer, a cellphone, or a digital tablet.

**Personal Information** is any information that relates to you and helps in your identification. Personal Information is shared by you while availing services available on the BMT Platform. BMT collects this from you to provide you with services available on the BMT Platform and to fulfill its different legal obligations.

**Service Providers** refers to the tour operators/travel agents listed on BMT Platform.

**Third Party Vendors** refers to third-party companies or individuals that may be engaged by the BMT for the smooth and satisfactory performance of the our Platform.

**User** refers to any person who visits/shows interest/avails any Service available, browsers, searches registers on or through the BMT Platform

**Website, Platform** refers to [www.bidmytrip.net](http://www.bidmytrip.net). Other websites may be linked through BMT platform to provide the outlined services, for information, for promotions and such other purposes.

We collect data and information about you when you register and access the services of BMT including but not limited to the context of your interactions with BMT, services and features that you use, your location under the applicable laws. Your personal data such as name, ID number, date and place of birth, phone number, address, email ID, payment/card details etc will be collected. Such data is only collected as part of the services to be rendered by BMT and for compliance with applicable law of the land and for no other purposes. Some data is automatically captured by the system such as device information and its ID, operating system, IP number and your session details with time/date stamp. This is captured for security reasons and legal compliance required and expected of users and BMT as a Platform that provided its services. Demographic data collected help to customize interactions and design specific services to provide you with the best level of services. We may collect location data which may be used to ensure security features as well as to customize and display services in your region if any.

The **Personal Information** collected from you is used only for lawful purposes. We do not sell personal data or rent it. We use your personal data only for holiday packages/tour booking purposes including all other function such as browsing, scrolling and searching. Your Personal Information, which may include your and your fellow travelers' name, email ID, payment details etc., will be used to ensure that bookings made on BMT Platform are useful to you according to your requirements as stated by you through the interaction and choices you make on the platform. In case, any of Your information is shared with a third-party or service provider it is in compliance with this Privacy Policy and if they process any of such information, the same will be done in accordance to their respective privacy policies. Please check the privacy policies of the service providers/travel agents/tour operators and make sure they are acceptable to you.

**Cookies** BMT uses different types of cookies to track your use of its Platform and to give you personalized services. Cookies are used by the system to remember your attributes such as login name, language preference etc. You have the option to accept or reject the cookies. If you accept your experience on BMT platform will be seamless. In case, any of your information is shared with a third-party in compliance with this Privacy Policy and if they process any of such information, the same will be done in accordance to their respective privacy policies.

### **Collection and Use of Personal Data**

BMT may use your data to run marketing and promotional campaigns which may include your name, email ID and other contact details. You may receive promotional information, newsletters, advertisements, reward programs and special deals information by email, or social media handles and addresses. However, you as a user will have the choice to unsubscribe to such communications.

Additionally BMT may also use Your Personal Information for several other reasons that include but are not limited to –

- Provide, maintain, and improvise Our services;
- To personalize or enhance Your experience;
- Communicate with you for different purposes including but not limited to keeping you informed about any updates with regards to the services availed on the BMT Platform;
- Any changes made on the BMT Platform;
- For customer service purposes;

For seeking reviews of services;

With payment partners: for concluding the services provided through BMT Platform you will be required to make a payment or share your financial data with us like bank account/card details. We will process the relevant Personal Information required in each case depending on the services availed on BMT Platform. Similarly, some of Your Personal Information will be processed by parties who assist in the processing of the payment including but not limited to payment gateways, banking partners, or any other third party that may be engaged in such process.

With a service provider/tour operator/travel agency/company: We may share or transfer Your Personal Information with a service provider/tour operator/travel agency/company in connection with services provided through BMT.

We do not intend to disclose personal data of an user to another user. However when users interact to third party platform or social media platforms their identities may be public or identifiable by others users. You are responsible to protect your data on all such platforms including social media platforms.

We may have to disclose personal information as required By law, by court order, by any enforcement authority or in reference to any legal purposes and For audit and other mandatory compliance purposes.

Please be informed that if you as a user of BMT platform will write or provide/share any content on any other platform such as social media or youtube channels (directly related to BMT or unrelated) , you are responsible for the content. And for protecting your privacy while respecting sentiments and privacy of BMT, of other users/ other entities, who may use/see/read such content, comments by you. You are solely responsible for any legal and ethical violations and unacceptable language words, images, bytes etc that you post.

We may allow Users to create an account on the Platform using their personal social media accounts such as Facebook, Google etc. In such a scenario, We may capture some of Your Personal Information from Your social media account like Your first name, last name, email address, phone number, etc.

### **Personal Data Retention Period**

Booking data, and other personal data will be retained by BMT for as long as the User remains a customer including Contact information of User, Payment information is retained for as long as it is necessary to process the transaction/booking, including any queries which may arise and for any other purpose to provide you with best of the services.

### **Social Media data**

When You interact with BMT on social media or through our posts, We may collect and process the information that You may provide us during such interactions. This may happen when You "Like," "Share," or "Retweet" a post, leave a comment, or submit other content on Our social media platform. The processing of data in this regard is done in compliance with relevant privacy laws and to provide you with the best of services. Please also note that upon such usage of social media platforms, the privacy policies of those social media platforms and the privacy settings you have made with those social media platforms will also apply.

Please be assured that Your Personal Information can only be accessed by BMT authorized personnel who are permitted to access Personal Information in the course of their work

Please note that amendments may be made to this document from time to time as per requirements with no prior notice. The latest version is always the one in force.