

The Maldives Tour Guide Privacy Policy

Last updated: February 1, 2020

At Maldives Tour Guide, we recognize that earning and retaining your trust is one of the most important things we do as a business. Protecting your privacy is a responsibility we take very seriously.

We have prepared this Privacy Policy to help you understand how Maldives Tour Guide collects, uses and seeks to safeguard the personal data you provide to us on our websites, mobile applications, via email, and through our service providers and distribution partners. This Privacy Policy does not address, and we are not responsible for, the privacy, information or other practices of any third party, including any third-party distribution partners, suppliers and tour operators, and any third party operating any site to which our websites contain a link. By downloading, accessing or using our websites or content, or using a Maldives Tour Guide application ("Application") on a mobile phone, tablet or similar device ("Device"), or providing information to us in connection with our websites, mobile applications or other sites or services, you acknowledge that you have read and understood the terms and conditions of this Privacy Policy.

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Who We Are

Maldives Tour Guide referred to in these terms as "Maldives Tour Guide", "we", "our", "us") is a Delaware corporation, with offices located at Andhaleebuge, GA.Maamendhoo, Maldives. Maldives Tour Guide operates a service that enables users to research, find, and book travel experiences and accommodations in Maldives. Maldives Tour Guide's services are made available through <https://maldivestour.guide> (and related domains and our affiliated websites around the world as well as Applications and telephone services.

- <https://maldivestour.guide> (together with other Maldives Tour Guide-branded websites) is our flagship website, where we make available our complete range of products and services directly to consumers.
- At Maldives Tour Guide we also work with **affiliates** who distribute our products and services to consumers through their individual websites and via a Maldives Tour Guide

widget imbedded on their third party websites. We typically host our affiliates' product-information and booking pages, and manage payment and credit card information.

- We also work with **distributors** (as discussed below) who manage the hosting, purchase and payment for our suppliers' products and services.

If you provide personal data directly to our affiliates, distributors or suppliers, the terms of their respective privacy policies will apply to such disclosures. You should carefully review the privacy policies of the affiliate partner, distributor or supplier prior to providing personal data to such third parties. See "Our Affiliates, Distributors and Suppliers" below for additional information.

Collection of your personal data

In the course of our business, we collect and process personal data in different ways. We may collect personal data you give us directly but we also collect data by logging how you interact with our services, for example by using cookies on this website. We may also receive personal data from third parties.

The personal data we collect about you may include, but is not limited to: your name, email address, postal address, phone number, billing information, survey responses, reservation details and other information you may provide about yourself to our site, your IP address and web browser software.

You can choose not to provide personal data to us, but in general some personal data about you is required in order for you to receive relevant offerings from Maldives Tour Guide and its partners, and to enjoy benefits of being a registered member.

- **Information that you provide to us:** We receive and store any personal data you enter on our websites or give us in any other way, including your contributions. For example, in order to purchase products or services, it is necessary for you to disclose personal data, including your name, address (partial or whole), email address, phone number, credit card details and other personally identifying information. If you do not provide personal data when purchasing one of our supplier's products or services, we cannot confirm your purchase or facilitate your booking. In some instances we may also ask for travel documentation, such as passports, demographic data, including your country of residence, gender, age, travel habits, etc.
- **Information about others:** You may have the opportunity to provide contact and travel-related information for other people through our websites. If you "Refer a Friend" or if you purchase products or services for someone else through Maldives Tour Guide, you will need to submit that individual's personal data. You must obtain the consent of other individuals prior to providing us with their personal data.
- **Information from Other Sources:** We also may periodically obtain personal data about you from affiliated entities, business partners and other independent third-party sources and add it to other information about you. For example, if you visit Maldives Tour Guide by "clicking through" from a site operated by one of our business partners, and you have registered with that partner, then personal data about you that you have provided to that

partner may be shared with us, such as contact information and demographic information. As another example, if you access third party services, such as social media services, through our website or before coming to our website, we may collect information such as your user name and other information made available to us through those services. We will work with our existing partners and potential future partners to improve and personalize your use of our website in accordance with the practices outlined in this Privacy Policy.

How we use your personal data

We use the personal data that we collect about you only for specific purposes. This includes, but is not limited to offer our services to you, to manage your registration and account, including your access to and use of our website and to publish your reviews, ratings and photos, communicate with you about your account or use of our site and services, to respond to, or follow up on, your comments and questions, and otherwise provide customer service, notify you about changes to our terms or privacy policy, ask you to leave a review or take a survey, operate and improve our site and services, personalize your experience on our site, measure interest in and improve our site and services, notify you about promotions and special offers, to let you partake in a prize draw, competition or complete a survey, protect, investigate and deter against fraudulent, unauthorized or illegal activity, administer and protect our business and to resolve disputes or troubleshoot problems.

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- With your consent.
- Where we need to comply with a legal or regulatory obligation.

How long will we retain your personal data

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

How we protect your personal data

At Maldives Tour Guide we seek to maintain the integrity and security of your personal data. We have implemented and maintain appropriate physical, administrative, technical, and organisational measures to protect the personal data you provide us against unauthorized or unlawful access, use of disclosure, and against accidental loss, damage, alteration or destruction.

We seek to store your personal data in secure operating environments that are not accessible to the general public, and to have security measures in place at our physical facilities to protect against the loss, misuse or alteration of your personal data by our employees or third parties.

All sensitive transactions on this website are protected by upto 2048-bit Secure Sockets Layer (SSL) encryption in order to ensure that all information exchanged between you and our server are secure.

However, no data transmission over the internet or data storage environment can be guaranteed to be 100% secure, so we cannot give an absolute assurance that the personal data you provide to us will be secure at all times. Maldives Tour Guide will rely on you telling us if you experience any unusual events that may indicate a breach in your information security. We will then seek to investigate whether this was related to the data transmissions from or to Maldives Tour Guide and let you know what steps can be taken and have been taken to help rectify the problem.

External Links

Our site may include links to third party sites, plug-ins and applications. If you access other sites from the links provided on our site, the operators of these sites may be able to collect or share information about you. This information will be used in accordance with their privacy policy, which may be different from our Privacy Policy. We do not control these third-party websites and recommend that you review the privacy policies posted on these third-party websites in order to fully understand their procedures for the collection, use and disclosure of personal data.

Credit/Debit card information

We do not collect or store any information regarding your credit/debit card. All card transactions are processed on the respective banks' payment processing site.

Changes to Our Privacy Policy

We know that our business will continue to evolve, and, as such, from time to time this Privacy Policy may be reviewed and revised.

Maldives Tour Guide reserves the right to change this Privacy Policy by posting the changes on its website. You can determine when this Privacy Policy was last updated by reviewing the *LAST UPDATED* legend stated on this Privacy Policy and any revisions will take effect upon posting. We will notify our members of material changes to this Privacy Policy by either sending a notice

to the email address you provided to us or by placing a notice on our website. We encourage you to check this Privacy Policy from time to time to review the most current version.

How you can contact us

If you have any questions or complaints about the processing of your personal data by us, please contact our Privacy Officer at contact@maldivestour.guide. You also have the right to lodge a complaint to the supervisory authority about the way we process your personal data. We would, however, appreciate the chance to deal with your concerns before you approach the supervisory authority, so please contact us in the first instance.

Our full details are:

Privacy Officer

Maldives Tour Guide Private Limited

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