

Travel Agency Privacy Policy

I. Introduction

A. Iles Philippines ("we," "us," or "our") is dedicated to providing exceptional travel experiences and services to our valued customers. As a premier travel agency, we prioritize the privacy and security of your personal information. This Privacy Policy elucidates our commitment to safeguarding the information we collect from our customers and visitors to our website.

II. Information We Collect

A. Personal Information

In the course of providing our services and enhancing your travel experience, we may gather various types of personal information, including but not limited to:

Type of Personal Information Examples

Name	John Doe
Contact Information	Email address, phone number, mailing address
Passport	Passport number
Travel Preferences	Dietary restrictions, Handicap,...

III. How We Use Your Information

A. We utilize the information we collect for the following purposes:

1. **Providing Travel Services:** Your personal information is essential for us to facilitate bookings, reservations, and other travel-related services on your behalf.
2. **Communication:** We use your contact information to communicate with you regarding your bookings, inquiries, and any updates relevant to your travel plans.
3. **Personalization:** Understanding your preferences allows us to personalize your experience on our website and tailor our recommendations and offers to better suit your needs.
4. **Improving Services:** Analyzing data and trends helps us continuously enhance and improve our products and services to better serve our customers.

IV. Information Sharing and Disclosure

We may share your information with the following entities:

Third-Party Travel Suppliers: In order to fulfill your bookings and reservations, we may share relevant personal information with airlines, hotels, local tour operators, and other travel service providers.

V. Data Security

A. Iles Philippines prioritizes the security of your personal information and implements robust measures to safeguard it against unauthorized access, disclosure, alteration, or destruction.

1. **Secure Storage:** Your personal information is stored securely in our databases, which are protected by advanced firewall and access control measures to prevent unauthorized access.
2. **Employee Training:** Our staff undergo comprehensive training on data security best practices and are bound by strict confidentiality agreements to ensure the protection of your information.
3. **Incident Response:** In the unlikely event of a data breach or security incident, we have established procedures in place to promptly investigate, mitigate, and notify affected individuals as required by applicable laws and regulations.

VI. Data Retention

A. We will retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy or as required by law.

1. **Booking Records:** We may retain your booking records and related personal information for a reasonable period after your trip to assist with post-travel inquiries, disputes, or claims.
2. **Legal Obligations:** Certain laws and regulations may require us to retain specific types of personal information for specified periods, such as for tax or accounting purposes.
3. **Consent Withdrawal:** If you withdraw your consent to the processing of your personal information or request its deletion, we will securely dispose of or anonymize your information in a manner that prevents its reconstruction or retrieval.

VII. Your Rights and Choices

A. Iles Philippines respects your rights regarding your personal information and provides you with the following choices:

1. **Access:** You have the right to request access to the personal information we hold about you. Upon request, we will provide you with a copy of your information within a reasonable timeframe.
2. **Correction:** If you believe that any of the personal information we hold about you is inaccurate or incomplete, you have the right to request corrections or updates to ensure its accuracy.

3. **Deletion:** You may request the deletion of your personal information under certain circumstances, such as when it is no longer necessary for the purposes for which it was collected or if you withdraw your consent for processing.

IX. Children's Privacy

A. [Your Company Name] recognizes the importance of protecting the privacy of children online. Our services are not directed at individuals under the age of 18, and we do not knowingly collect personal information from children under 18 without verifiable parental consent.

1. **Parental Consent:** If you are a parent or guardian and believe that your child has provided us with personal information without your consent, please contact us immediately, and we will take appropriate steps to remove such information from our records.
2. **Compliance with Laws:** We comply with applicable laws and regulations concerning children's privacy, including the Children's Online Privacy Protection Act (COPPA) in the United States and similar laws in other jurisdictions.

B. If you have any questions or concerns about our practices regarding children's privacy or if you believe that we may have inadvertently collected personal information from a child without proper consent, please contact us using the information provided in Section XI of this Privacy Policy.

X. Changes to This Privacy Policy

A. Iles Philippines reserves the right to update or modify this Privacy Policy at any time without prior notice. Any changes or updates to this Privacy Policy will be effective immediately upon posting on our website.

1. **Notification:** We may notify you of significant changes to this Privacy Policy by email or by prominently displaying a notice on our website. It is your responsibility to review this Privacy Policy periodically for any updates or changes.
2. **Continued Use:** Your continued use of our services after any changes to this Privacy Policy constitutes your acceptance of the revised Privacy Policy. If you do not agree with the terms of the updated Privacy Policy, you should discontinue using our services and contact us to request the deletion of your personal information.

B. We encourage you to review this Privacy Policy regularly to stay informed about how we collect, use, and protect your personal information. If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us using the information provided in Section XI below.

XI. Contact Us

If you have any questions, concerns, or inquiries about our Privacy Policy or our practices regarding your personal information, please don't hesitate to contact us. You can reach us using the following contact information:

Contact Method Details

Email inquiry.ilesphilippines@gmail.com

Website ilesphilippines.com