

Nova Travel - Privacy Policy

Last updated: 25/09/2024

At Nova Travel, we place the highest priority on the security and privacy of our clients. We are committed to ensuring that your data is secure and up-to-date. Please contact us if you wish to access or update your personal information, or if you want your information to be removed from our database. If you do not wish to receive emails from us in the future, please click here to unsubscribe from our mailing list. If you have any questions regarding our data protection policies, please contact us at: **info@novatravel.com**.

We comply with applicable data protection regulations and have implemented appropriate measures to safeguard your personal data.

Data Collection and Processing

As a travel agency, Nova Travel collects and processes personal data necessary for providing our services, such as your name, contact information, passport details, and travel preferences. We ensure that this is done in accordance with data protection laws.

What Personal Information We Collect

Depending on the nature of the service, we may collect the following personal information from you, with your consent:

- **Identifiers:** Name, residential/mailling address, telephone number, email address, date of birth, passport details, national identity card details, and driver's license details.
- **Online Identifiers:** IP address, device data, and network information.
- **Payment Information:** Credit/debit card details, including card type, number, and expiry date.
- **Health Information:** Dietary requirements and any health issues relevant to your travel.
- **Other Information:** Travel preferences, loyalty program details, and any information relevant to bookings or travel arrangements (e.g., flights, hotels).

How Data is Collected

We collect personal information directly from you through the following methods:

- When you interact with us in person, by telephone, email, or online.
- When you visit our website.
- When you connect with us on social media.

We may also collect personal information when you:

- Make enquiries or bookings for travel arrangements or other products and services.
- Enter competitions or register for promotions.
- Subscribe to receive marketing from us.

Consent

Before collecting your personal data, we will obtain your explicit consent and ensure that you are fully informed of the purpose and scope of the data collection.

How We Use Your Data

We use the personal data collected from you for the following purposes:

- **Quotes:** To provide you with quotes for travel, tours, or other services.
- **Bookings:** To arrange and manage your travel bookings, including flights, hotels, activities, and payments.
- **Marketing:** To send you information about our services, future events, and special offers (only with your consent). You can unsubscribe from these communications at any time.
- **Security and Compliance:** In certain cases, your personal information may be shared with immigration, security, or anti-terrorism divisions of the respective countries when required by law.

Lawful Basis for Using Your Data

- **Contract:** The personal information you provide will be used to fulfill the contract for the services requested by you.
- **Consent:** We will seek your consent if we need to process sensitive personal information, such as health or religious data.
- **Legitimate Interest:** If you request information regarding our products or services, we will send you the requested information. You can opt-out of future communications at any time.

Data Transfers

In order to provide our travel services, we may need to transfer your personal data to third parties located outside Sri Lanka (e.g., airlines, hotels). We ensure that appropriate safeguards are in place to protect your data during such transfers.

Data Storage & Security

We implement appropriate security measures to store and protect your personal data from unauthorized access, loss, or alteration. This includes encryption, firewalls, and access controls. We store your data only for as long as necessary to fulfill the purpose for which it was collected or as required by law.

Data Retention

Personal data will be retained for as long as necessary to provide services or meet legal obligations. We will regularly review and securely dispose of data that is no longer needed.

Your Rights

You have the following rights regarding your personal data:

- The right to access your data.
- The right to request correction or deletion of your data.
- The right to change your communication preferences.
- The right to withdraw consent or restrict the processing of your data.
- The right to object to the processing of your data for certain purposes.

Changes to Our Privacy Policy

Nova Travel reserves the right to update this Privacy Policy. Any changes will be posted on this page. It is your responsibility to review this page periodically for updates.

Contact Us

If you have any questions about this Privacy Policy, or if you would like to request a copy of your personal data, please contact us:

Nova Travel

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Phone: +94703119447

Email: info@novatrav.com

Website: www.novatrav.com