



PRIVACY POLICY

Last Update: 8th March 2024

1. DEFINITIONS

For the purposes of this Privacy Policy the following terms shall have the meanings set forth below:

- 1.1.** "COMPANY" shall mean Itinges Technologies Private Limited, Corporate Identification Number (CIN): U72900KL2020PTC061350
- 1.2.** "PLATFORM" shall mean 'Tour Matrix – BRIDGE' and its related services, including but not limited to any software, applications, websites, tools, features, or functionalities provided by the "COMPANY"
- 1.3.** "USER" shall mean any person who accesses or uses the PLATFORM and may include, but is not limited to, travel agencies or tour operators.

2. At Itinges Technologies Pvt Ltd, we are committed to protecting the privacy and security of our USERS. This Privacy Policy outlines the information we collect, how we use and protect it, and the choices you have with respect to your information.

3. By using our "PLATFORM", you agree to the terms of this Privacy Policy.

4. What Information We Collect:

We collect various types of information from and about our Partners & Users, including personal information. The types of information we collect may include:

- 4.1.** Contact information: such as name, email address, phone number, and postal address.
Business information: such as business name, business address, business email, business phone number, business location, and business type.
- 4.2.** Financial information: such as bank details, credit card and billing address.
- 4.3.** Transaction information: details of transactions conduct on the Platform, including booking details, payment information, and communication with other parties.
- 4.4.** Technical information: such as your login details, IP address and browser type.
- 4.5.** Usage information: such as the pages you visit on the Platform, the time and date of your visits, and the duration of your visits.
- 4.6.** Other information: such as information you provide us in your communications with us, information we collect from third-party sources, and any other information you choose to provide us.

5. Personal data you give to us about others

- 5.1.** By sharing personal data of other individuals, such as data belonging to your staff members, for business purposes, you should ensure that these individuals are informed about the use of their personal data by us in accordance with this privacy statement



6. Other information we receive from other sources

- 6.1. Information on insolvencies:** In matters of insolvency, the Company may receive information related to Business Partners from insolvency administrators, courts, or other public authorities.
- 6.2. Data related to law enforcement and tax authority requests:** In case of an investigation where Business Partners are affected, law enforcement or tax authorities may contact the Company with additional information about the Business Partners.
- 6.3. Fraud detection and prevention, risk management and compliance:** In some cases, and in compliance with applicable laws, the Company may be required to collect data from third-party sources for purposes such as fraud detection and prevention, risk management, and compliance.

7. How We Use Your Information:

We use information collected from and about you for the following purposes:

- 7.1.** To provide and improve our platform and services to you.
- 7.2.** To manage our business relationship with you.
- 7.3.** To communicate with you about the platform and our services.
- 7.4.** To process transactions and payments.
- 7.5.** To comply with legal and regulatory requirements.
- 7.6.** To protect our rights and interests and the rights and interests of our Users.
- 7.7.** Please note that not all of these purposes may apply to all parties, and we will only use personal data for the purposes for which it was collected or as otherwise permitted by law.

8. Sharing with third parties:

The Company may share your information, including personal data, with third parties as permitted by law and as described below:

- 8.1. Sanction list screening or risk management:** The Company may share personal data as required by applicable law for sanction list screening or risk management purposes.
- 8.2. Compelled disclosure:** The Company may disclose personal data to law enforcement authorities, investigative organizations, or other third parties when strictly necessary for the performance of our services, in legal proceedings, or to protect our rights or the rights of other members of the company or our Business Partners."
- 8.3. Sharing of aggregated data:** The Company may share information with third parties in an aggregate form and/or other form that does not allow the recipient to identify you. Such sharing of information is conducted in accordance with applicable laws and regulations.

9. Security



- 9.1.** We take reasonable measures to protect your personal information on the Platform, including using encryption and other security technologies to protect against unauthorized access, disclosure, and use of information.

10. Your Choices and Rights

- 10.1.** You have the right to access, correct, and delete personal information on the Platform. Please note that we may need to retain certain information for recordkeeping purposes or to complete transactions that you initiated prior to requesting a deletion.
- 10.2.** We rely on you to ensure that the personal data we hold is accurate, complete and up-to-date. Please inform us promptly of any changes or inaccuracies in your personal data. We will take reasonable steps to comply with your requests and rights, subject to applicable laws and regulations. If you have any questions or requests regarding the processing of your personal data, please contact us using the contact details below.

11. Changes to this Privacy Statement

We may update this Privacy Policy from time to time. If we make material changes to this Privacy Policy, we will notify you by email or by posting a notice on our website prior to the effective date of the changes. Your continued use of our Services after the effective date of the changes will constitute your acceptance of the changes.

12. Contact us

If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us at both the email addresses mentioned below:

- i. support@itinges.com
- ii. info@itinges.com