

# Privacy Policy

## Privacy Policy Statement

Nepal Sanctuary Treks is committed protecting privacy of our valued clients and visitors. All information gathered by Nepal Sanctuary Treks will remain fully secured. This policy covers how Nepal Sanctuary Treks take care of personal information that is collected and obtained via email and websites. All personal data that is gathered and used will be processed in compliance with the General Data Protection Regulation (GDPR) Act.

Our client/visitor sent to Nepal Sanctuary Treks, personal information while making an inquiry via website or email, will strictly be treated in a confidential way. We will never disseminate your personal information like email, phone number or addresses or publicly disclose on or through our website [www.nepalsanctuarytreks.com](http://www.nepalsanctuarytreks.com) with any third party.

## Personal Data Security:

1. As we consider our client's privacy as a top priority, we will not circulate, sell or disclose your personal information to third party for any commercial purpose and will not release any of your personal information apart from supplying the services you've requested.
2. We do not download or share your provided sensitive data to third-party as your data is treated with utmost confidentiality and only printed out for the purpose.
3. All such information is fully kept confidential and is used only for official purpose and not sold or disclosed.
4. The documents and information is only printed out for purpose. At the end of the trek those hardcopy will be destroyed either by shredding or burning.
5. Any personal information collected on our site remains confidential to Nepal Sanctuary Treks and will not be published or circulated with other third party companies.
6. We do not gather personal information from children under the age of eighteen (18) who are browsing our site unconfirmed and unsupervised. Therefore, we ask children to get the permission and approval of their guardian or responsible person or institution prior to providing us with any personal information.
7. We send e-mail only to clients who give us consent to do so

## Information Collection and Use

Nepal Sanctuary Treks assemble personal information when client subscribe for our newsletter, book a trip, contact us and when client email us. In this case, we ask for personal information such as your name, email address, home address and phone number.

Nepal Sanctuary Treks may choose to use this information for the following common purposes:

- While booking or filling up inquiry form from our website, clients/visitors will be required to fill up the forms and submit their required personal information in our booking forms. The Trip Forms can ask for the following, name and address, phone number and address. While once you get contact with our expert and confirm your trip plan then payment information, emergency contact information, proof of medical history and insurance details, current medical status, dietary preferences, passport information, arrival and departure information should be supplied via email. That information are stored securely and used only if necessary.
- Your information might be required to share information in some circumstances like loss of luggage and other belongings, person missing, suspected fraud, situations relating possible threats to the physical safety of any person, violations of the Terms and Conditions, or as otherwise required by the law. Under such conditions we shall take your consent and approval to pass your data for further investigation and search.
- We may also use personal information for auditing and verifying as stated by Nepal government rules and government officials in accordance with our Privacy Policy and follow all the privacy and security measures.
- The customer's contact information is also used to get connected with the client when if necessary, and for other purposes
- Our client's data will only be used to provide trip services you've requested when we have your permission to contact you according to the following circumstances:
  - ✓ You have requested information from us.
  - ✓ You have requested to receive our newsletter.
  - ✓ You book a trip with us.
  - ✓ If you receive information from Nepal Sanctuary Treks except your treks or trips then it is the case that your friend or colleague has suggested or requested on your behalf

### **Amendment**

1. Nepal Sanctuary Treks may update this policy as necessary. For any change in privacy information we will update you accordingly through our website.

### **Email subscription:**

Nepal Sanctuary Treks offers clients to obtain regular emails and updates of company and its products. You can unsubscribe from our regular emails at any time by clicking on the "unsubscribe" link at the bottom of any email you obtain from us.

### **Website cookies:**

Taking into account on protecting clients/visitor privacy and security we employs a standard technology called a “cookie.” in our website and in our emails. Cookies are small pieces of information that is stored locally on visitors’ computer that allows specific information to be saved and retrieved when the site requires it. It helps us to enhance our site and to deliver a improved and more tailored service by:

- Store data about visitor’s preferences, record and track user-specific information on which pages the user access or visit
- Customize web page content based on visitors’ browser type or other data that the visitor sends via their browser.
- To identify visitor when return to our site.
- To estimate our viewers size and usage pattern