**Privacy Policy**

Privacy is an important part of how we do business in todays world. This policy explains our online information practices and the choices you can make about the way your information is collected and used.

**The Information We Collect**

Dynasty Tours & Travels does not collect personal information about you through our Web site unless you voluntarily provide it. We may collect personal information when you book a Tour or Package, Hotel Room, Cruise, Air Ticket or avail Visa & Immigration Services, contact us via our Website.

Examples of information that you may provide to us while using our site: include, personal information, demographic information as specified below:

* E-mail address
* Address
* Name
* Phone number
* Credit Card details (online booking/payments only)

If you ask detailed questions or request information to meet your specific needs, you may need to supply additional information. This may include identifying topics of interest, supplying your title and function for business users, providing a home/office address, or filling out account information for billing questions. Dynasty Tours & Travels does not sell, rent or lease its customer lists to third parties and do not use or disclose sensitive personal information such as race, religion, or political affiliations, without your consent. Dynasty Tours & Travels web site will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to:

1. by law, required by any enforcement authority for investigation, by court order or in reference to any legal process;
2. to conduct our business;
3. for regulatory, internal compliance and audit exercise(s)
4. to secure our systems; or
5. to enforce or protect our rights or properties of Dynasty Tours & Travels or any or all of its affiliates, associates, employees, directors or officers or when we have reason to believe that disclosing Personal Information of User(s) is necessary to identify, contact or bring legal action against someone who may be causing interference with our rights or properties, whether intentionally or otherwise, or when anyone else could be harmed by such activities.

Such disclosure and storage may take place without your knowledge. In that case, we shall not be liable to you or any third party for any damages howsoever arising from such disclosure and storage.

**How We Use the Information We Collect**

We use the information you voluntarily provide to:

* Provide you services we offer
* Help you find and/or receive information about Dynasty Tours & Travels Services
* Answer your questions.

**With Whom your Personal Information is Shared**

Your information shall be shared with the end service providers like airlines, hotels, transport operator, cruises, immigration & Visa Services or any other suppliers who are responsible for fulfilling your services rendered by you. You may note that while making a booking/availing a service with Dynasty Tours & Travels you authorize us to share your information with the said service providers and suppliers. Please note that Dynasty Tours & Travels does not authorize the end service provider to use your information for any other purpose(s) except as may be for fulfilling their part of service. However, how the said service providers/suppliers use the information shared with them is beyond the purview and control of Dynasty Tours & Travels as they process Personal Information as independent data controllers, and hence we cannot be made accountable for the same. You are therefore advised to review the privacy policies of the respective service provider or supplier whose services you choose to avail.

**Air Ticket Refund / Cancellations Policy**

To amend/cancel your Air Ticket, contact Dynasty Tours & Travels at [res@dynastytravels.net](mailto:res@dynastytravels.net).

Airline & own cancellation charge will apply. Please refer to airline specific amendment and cancellation policy while using Dynasty Tours & Travels Services. You may be required to directly contact the nearest airline office (of the concerned airline) to get your reservation cancelled. Before providing Dynasty Tours & Travels confirmation for issuance of the ticket please ensure you are aware about the airline refund and cancelation policy.

**How do I get a refund after cancelling my Air Ticket?**

In case of e-Tickets the refund shall be processed within 30 - 45 working days from the date of the cancellation If we have received the payment through a valid credit card, then the same will be refunded to your credit card. Payments made using any other form of payment will be refunded by cheque only within a maximum of 60 days from date of receipt of ticket. All refunds shall be processed subject to processing of refunds by the respective airline/service provider. If you have refunded a non-refundable ticket, no refund will be given.

**What is the Airline cancellation/amendment charges?**

Cancellation and/or amendment of airline tickets shall at all times be subject to fees/charges/levies etc as may be levied/payable to the relevant airline/carrier in accordance with such relevant airline/carrier cancellation/refund policy. Prior to booking tickets, you must acquaint yourself with the relevant airline/carrier cancellation/refund policy with respect to the ticket prior to issuance of the ticket. Any cancellation/amendment fees/charges/levies/payments levied by/payable to the relevant airline shall be to your account/borne by you. Except to the extent stated in the individual airline/carrier terms and conditions or otherwise applicable to specific tickets booked/issued, cancellation fee is payable as follows.

* 1. The customer must read individual airline specific terms and conditions in order to find out if the ticket proposed to be booked/purchased is subject to any additional cancellation fee or charge and Dynasty Tours & Travels assumes no liability whatsoever in this regard.

Note: Unless expressly stated otherwise, it is mandatory to contact Dynasty Tours & Travels for refunds and the airline will route the refund for your tickets booked by Dynasty Tours & Travels. In case you avail of the Website's hotel reservation service and are, thereafter, not contactable on the contact details provided in this regard, then the hotel reservation selected by you will stand cancelled and Dynasty Tours & Travels would not be liable for any charges/expenses incurred by you, either directly or indirectly in this regard.

**Eligibility to Transact with Dynasty Tours & Travels**

You must atleast 18 years of age to transact directly with Dynasty Tours & Travels and also to consent to the processing of your personal data.

**Cookies**

To improve the responsiveness of the sites for our users, we may use "cookies", or similar electronic tools to collect information to assign each visitor a unique, random number as a User Identification (User ID) to understand the user's individual interests using the Identified Computer. Unless you voluntarily identify yourself (through registration, for example), we will have no way of knowing who you are, even if we assign a cookie to your computer. The only personal information a cookie can contain is information you supply (an example of this is when you ask for our Personalized Horoscope). A cookie cannot read data off your hard drive. Our advertisers may also assign their own cookies to your browser (if you click on their ads), a process that we do not control.

**Links to Other Sites**

Our policy discloses the privacy practices for our own web site only. Our site may provide links to other websites also that are beyond our control. We shall in no way be responsible in way for your use of such sites

**How can you Opt-Out of Receiving our Promotional/Notification/Update E-mails?**

You will occasionally receive e-mail about updates on travel deals/visa & immigration updates & notifications etc. from us. We hope you will find these updates interesting and informative. If you wish not to receive them, please click on the "unsubscribe" link or follow the instructions in each e-mail message.

**Business Partners and Third-Party Vendors**

We may also share certain filtered Personal Information to our corporate affiliates or business partners who may contact the customers to offer certain products or services, which may include free or paid products / services, which will enable the customer to have better travel experience or to avail certain benefits specially made for Dynasty Tous & Travels customers. Examples of such partners are entities offering co-branded credit cards, travel insurance, insurance cover against loss of wallet, banking cards or similar sensitive information etc. If you choose to avail any such services offered by our business partners, the services so availed will be governed by the privacy policy of the respective service provider.

Dynasty Tours & Travels may share your Personal Information to third party that Dynasty Tours & Travels may engage to perform certain tasks on its behalf, including but not limited to payment processing, data hosting, and data processing platforms. We may provide anonymous statistical information based on this data to suppliers, advertisers, affiliates and other current and potential business partners. We may also use such aggregate data to inform these third parties as to the number of people who have seen and clicked on links to their websites. Any Personal Information which we collect and which we may use in an aggregated format is our property. We may use it, in our sole discretion and without any compensation to you, for any legitimate purpose including without limitation the commercial sale thereof to third parties. Occasionally, Dynasty Tours & Travels will hire a third party for market research, surveys etc. and will provide information to these third parties specifically for use in connection with these projects. The information (including aggregate cookie and tracking information) we provide to such third parties, alliance partners, or vendors are protected by confidentiality agreements and such information is to be used solely for completing the specific project, and in compliance with the applicable regulations.

**Users Outside the Geographical Limits of India**

Please note that the data shared with Dynasty Tours & Travels shall be primarily processed in India and such other jurisdictions where a third party engaged by Dynasty Tours & Travels may process the data on Dynasty Tours & Travels behalf. By agreeing to this policy, you are providing Dynasty Tours & Travels with your explicit consent to process your personal information for the purpose(s) defined in this policy. The data protection regulations in India or such other jurisdictions mentioned above may differ from those of your country of residence. If you have any concerns in the processing your data and wish to withdraw your consent, you may do so by writing to the following email id [info@dynastytravels.net](mailto:info@dynastytravels.net) However, if such processing of data is essential for us to be able to provide service to you, then we may not be able to serve or confirm your bookings after your withdrawal of consent. For instance, if you want to book any international holiday package in fixed departures (group bookings), or avail any Dynasty Tours & Travels services then certain personal information of yours like contact details, gender, dietary preferences, choice of room with smoking facility, any medical condition which may require specific attention or facility etc. may have to be shared by us with our vendors in each city where you will stay, and they may further process this information for making suitable arrangements for you during the holiday. Such sharing and processing of information may extend to the hotel where you will stay or the tour manager/excursion companies who will be your guide during the travel. A withdrawal of consent by you for us to process your information may:

1. severely inhibit our ability to serve you properly and in such case, we may have to refuse the booking altogether, or
2. unreasonably restrict us to service your booking (if a booking is already made) which may further affect your trip or may compel us to cancel your booking.

While making a booking, we may use Personal Information including, payment details which include cardholder name, credit/debit card number (in encrypted form) with expiration date, banking details, etc. as shared and allowed to be stored by you. This information is presented to the User at the time of making a booking to enable you to complete your bookings.

We may also use your Personal Information for several reasons including but not limited to:

1. confirm your reservations with respective service providers;
2. keep you informed of the transaction status;
3. send booking confirmations either via email or Whatsapp or any other messaging service;
4. send any updates or changes to your booking(s);
5. allow our customer service to contact you, if necessary;
6. request for reviews of products or services or any other improvements;
7. send verification message(s) or email(s);

**Changes to the Privacy Policy**

We reserve the rights to revise the Privacy Policy from time to time to suit various legal, business and customer requirement. You may always submit concerns regarding this Privacy Policy via email to us at [info@dynastytravels.net](mailto:info@dynastytravels.net) shall endeavor to respond to all reasonable concerns and inquires.