

Travelux Customer Privacy Policy

1. Privacy Policy

Travelux Limited (Travelux) respects your privacy, and is committed to protecting the privacy, confidentiality and security of the Personal Data you provide to us.

The Travelux Customer Privacy Policy (Privacy Policy) sets out what information we collect, and how we use it. This Privacy Policy also applies when you buy travel products/services from us or from tripickgo.com. Please read this Privacy Policy to understand with whom we share your Personal Data with and for what purposes, and the choices you have concerning how your Personal Data are collected and used by us.

2. Personal Data We Collect

Some or all of the following Personal Data about you may be collected and processed:

Your information: Such as your name, date of birth, gender, nationality, your parents'/guardian's names and contact details, your travel document and contact details, and photographs.

Payment information: Such as credit, debit card numbers and expiry dates, account information and/or billing information.

Membership information: Any travel/service related membership information such as number, expiry date, account balance, redemption list.

Interests and preferences: Such as your hobbies, preferred destinations, travel preferences (e.g. seating selection, preferred airlines/hotels/car companies, diet preference).

Choice of travel: Arrangements details in your travel plans, such as itinerary, airlines, car hire, hotels, activities undertaken.

Service and interaction records: Such as travel requests/acceptance records, service requests (e.g. document dispatch, details of service offering), communication records.

Employment Information: Your employment information as necessary to support travel and related services procured by our corporation-based customers with travel information provided by you or the corporate customer.

Feedback and opinions: Such as your comments, experience, complaints, compliments, survey responses.

3. How We Collect Personal Data

Your Personal Data may be collected through one or more of the following channels:

- You directly
- Your employer, company travel manager, HR personnel
- The travel arranger who arranges travel and related services for you
- Third-party vendors, such as airlines, hotels, car companies, travel companies, tour companies, membership management entities and/or their representatives etc.
- Third-party marketing partners
- Our website.

4. How We Use Your Personal Data

We only use your Personal Data to:

- Provide you products and services, process and administrate all necessary confirmation/booking records and documentations
- Provide you customer service and support, including communications, service/product improvement
- Maintain/update any memberships/loyalty programs in which you participate
- Provide you possible tailored and personalized services and products
- Process payments
- Administrate campaigns, contests we conduct in which you choose to participate
- Provide you marketing communications and promotions
- Comply with our legal and regulatory obligations.

5. With Whom We Share Your Personal Data With

In certain circumstances, we will disclose your Personal Data to third parties, such as:

- The services/products/entry permit or visa principals, operators, providers (e.g. airlines, hotels, car companies, travel companies, tour companies, visa vendors, air, sea, land operators, insurance companies, governments or their authorized representatives)
- The suppliers' loyalty program/membership operators or administrators
- Our corporate customers, when you obtain products or services in relation to our corporate customers
- Your travel arrangers
- Third-party marketing partners
- Payment and financial institutions when we need to verify, request authorization, procure, collect, process payment/refund in relation to your travel or related arrangements
- Government and regulatory bodies
- Other individuals, bodies and organizations, such as immigration, customs, border security, airport authorities, dispute resolution, prosecution and law enforcement bodies, or legal advisers.

6. Storage, Transmission and Security

All Personal Data we collect are stored in our or contractors' secure servers. We comply with our security policies and standards when accessing or using this information. Your Personal Data are only accessible to those persons who need to use them for the purpose(s) for which they were collected.

Your Personal Data may be transferred outside Hong Kong, based on the purpose(s) for which they were collected; this may include to countries with a lower level of data protection than in Hong Kong.

Your Personal Data are retained as long as is necessary for the processing purpose(s) for which they were collected.

7. Marketing

We may use Personal Data for marketing and promotional purposes, including:

- Sending or showing you updates on the latest news, offers and promotions in connection with travel-related products and services
- Sending or showing you joint marketing offers about our travel-related services and packages, campaigns and contests
- Interactions with internet banner advertisement and links between third-party websites and our website.

We may also use Personal Data to analyze and obtain insights into our customers' preferences and market trends.

8. Your Rights

You are entitled to the following rights:

- Right of access to certain Personal Data we hold about you
- Right of rectification, right to erasure
- Right to restrict data processing, right to object against profiling and data portability.

Whenever reasonably possible and required, we will strive to grant these rights within 30 days.

You may also withdraw your consent to receiving marketing communications, or more generally to our processing of your Personal Data, at any time, and you may in certain circumstances ask us to delete your Personal Data. However, we may not be able to continue providing services to you if you withdraw your consent entirely or ask us to delete all your Personal Data.

9. Contact Us

You may exercise your rights by contacting us as below:

The Data Protection Officer
Travelux Limited
9/F So Hong Commercial Building, 41-47 Jervois Street,
Sheung Wang, Hong Kong
info@travelux.hk

OPT-OUT FORM

To: Travelux Limited (“Travelux”)

I do not wish to receive any future marketing communications from Travelux, and I do not consent to Travelux providing my Personal Data to third parties for direct marketing purposes. I agree that this instruction overrides all my previous instructions to Travelux on marketing in respect of all my existing relationships with Travelux (if any).

My full name:

Email:

Date:

(Note: Please provide the above information to enable Travelux to verify your identity and process your request. In order to make this opt-out request effective, Travelux will need to share this opt-out request with third-party business partners. By submitting this opt-out request to Travelux, you shall be deemed to have consented to Travelux sharing this opt-out request with such parties. Please allow some time for this opt-out request to become effective.)