



## PRIVACY POLICY

### WHAT THIS POLICY COVERS

At Lightfoot Travel we take great care with the personal information that you provide to us. This Privacy Policy describes how we use any Personal Information that you, the user ("you, your") provide to us, or that we collect from you on [www.lightfoottravel.com](http://www.lightfoottravel.com) (the "site").

"Personal Information" means any information that may be used to identify you as an individual, such as your first and last name, a home or other physical address and an email address or other contact information and user passwords.

By using the site, you are agreeing to this policy. Please read it carefully. This Privacy Policy applies to the site only. We do not control other websites that may feature on the site and do not accept responsibility for these, so please check their policies before submitting any personal information to them.

### PERSONAL INFORMATION THAT WE COLLECT FROM YOU

**When you register as a user:** when you first register on the site you may provide details such as your name, username, email address and an account password.

**Details of your visits to the site:** when you visit the site, your internet browser sends information that we record, such as location data, traffic data, weblogs, IP address, the date and time of your request and the pages that you access on the site.

**Travel Bookings:** when you make a travel booking, we collect information such as payment details, travel schedules and trip details, seating preferences, accommodation and other reservation information, including names and passport details, for both individuals and group party leaders.

**Cookies:** when you visit the site, we send a small file containing one or more cookies. Cookies are small data files which contain information that is transferred to your computer's hard drive. They help us to improve the site and to deliver a better and more personalised service. We may collect information about your computer including your IP address, operating system and browser type for system administration, although this information will not identify you individually. You can refuse to accept cookies by changing the settings on your browser, although this may prevent you from accessing some areas of the site.

**Communications:** when you send email or other communications to us, we may keep those communications to process your inquiries, respond to your requests and improve the site.

### HOW YOUR INFORMATION IS USED

We will only share your information with other companies or individuals under the following circumstances:

**Travel Bookings:** we may need to transfer details of your travel booking to service providers and reservation systems within your country or to other countries to which you are traveling.

**Transfer of Business:** if we are involved in a sale or purchase of business or assets, bankruptcy proceedings or a re-organisation, your personal information may be transferred or disclosed.

Lightfoot Travel Pte. Ltd.

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**Legal Requirements:** we may have to disclose your information to legal authorities or regulators if we are required to do so, or if we believe that this is reasonably necessary. This may include co-operating with third parties to prevent fraud and mitigate credit risk.

### ACCESSING AND MANAGING YOUR INFORMATION

We will provide you with access to, and update, correct or delete your personal information where appropriate, or where it is required under applicable data protection and privacy laws. We may charge a small administrative fee if accessing your data is particularly complicated or time consuming.

### DATA INTEGRITY

We process personal information only for the purposes for which it is collected. We take reasonable steps to ensure that the personal information we process is accurate, complete, and current, but we depend on you to update or correct your personal information whenever necessary.

### INFORMATION SECURITY

We take several measures to protect against unauthorised access to or unauthorised alteration, disclosure or destruction of personal information which you provide to us. These include internal reviews of our data collection, storage and processing practices and security measures, as well as physical security measures to guard against unauthorised access to systems where we store personal information. We restrict access to personal information to our employees, contractors and agents who need to know that information in order to operate, develop or improve our services.

### UPDATES AND CONTACT

We regularly review our compliance with this Privacy Policy. If you have any questions or concerns regarding this Privacy Policy please contact us by email to: [info@lightfoottravel.com](mailto:info@lightfoottravel.com) or by writing to us at:

Privacy Matters, c/o Lightfoot Travel Private Limited,  
7 Amoy Street, #03-05 Far East Square, Singapore, 049949.

Or

Privacy Matters, c/o Lightfoot Travel (HK) Ltd.  
B8/F Winning House, 72-74 Wing Lok Street, Sheung Wan, Hong Kong SAR.

When we receive formal written complaints at either of the above addresses, we will contact the complaining user regarding his or her concerns.