

FOXTRAV HOSPITALITY PVT. LTD.
WEBSITE PRIVACY POLICY

Effective Date: 17 June 2026

Last Updated: 17 June 2026

1. Introduction

Foxtrav Hospitality Pvt. Ltd. ("Foxtrav", "Company", "we", "our", or "us") respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, process, store, disclose, and protect your personal information when you:

- Visit our website;
- Request quotations;
- Make travel bookings;
- Use our services;
- Contact us via email, telephone, WhatsApp, or social media; or
- Interact with our online platforms.

This Privacy Policy has been prepared in accordance with the Digital Personal Data Protection Act, 2023 (India) and other applicable laws.

By providing your personal information or using our services, you consent to the collection and processing of your personal data in accordance with this Privacy Policy.

2. Company Information

Foxtrav Hospitality Pvt. Ltd.

Unit No. B-1507, Tower NX-BYTE,

Plot No. 17, TechZone 4,

Greater Noida West,

Uttar Pradesh – 201318

Phone: +91-120-6055230

Mobile: +91-8014014010 / 20 / 30

Email: info@foxtrav.com

Website: www.foxtrav.com

3. Information We Collect

Depending upon the services requested, we may collect the following information:

A. Personal Information

- Full Name
- Date of Birth
- Gender
- Nationality
- Passport Details
- PAN Number (where required)
- Government-issued identification details (where strictly necessary for regulatory compliance or specific itinerary verifications)
- Contact Number
- Email Address
- Residential Address
- Emergency Contact Details

B. Travel Information

- Flight preferences
- Hotel preferences
- Visa information
- Travel itinerary
- Passenger details
- Travel insurance information
- Special assistance requirements

C. Payment Information

For processing payments, we may collect:

- Billing Name
- Billing Address
- GST Details
- Transaction Reference Number
- Payment Status

Foxtrav does not store complete credit card numbers, debit card numbers, CVV details, internet banking credentials, or UPI PIN information. Payments are processed through secure third-party payment gateways that comply with applicable security standards.

D. Technical Information

When you visit our website, we may automatically collect:

- IP Address
- Browser Type
- Device Information
- Operating System
- Website Usage Statistics
- Cookies
- Date & Time of Access
- Referral URLs

4. How We Collect Information

Information may be collected when you:

- Fill enquiry forms
- Request quotations
- Make bookings
- Subscribe to newsletters
- Contact customer support
- Send emails
- Connect through WhatsApp
- Participate in promotions
- Browse our website

We may also receive information from:

- Airlines
- Hotels
- Cruise operators
- Destination Management Companies (DMCs)
- Visa Processing Agencies
- Insurance Providers
- Payment Gateway Providers
- Business Partners

5. Purpose of Processing

We process your information for legitimate business purposes including:

Travel Services

- Flight reservations
- Hotel bookings
- Visa assistance
- Travel insurance
- Cruise bookings
- Holiday packages
- Transportation arrangements

Customer Support

- Responding to enquiries
- Booking assistance
- Cancellation handling
- Refund processing
- Emergency support

Business Operations

- Invoicing
- Accounting
- Tax compliance
- Fraud prevention
- Internal audits

Marketing Communications

Where you have provided consent, we may send:

- Travel offers
- Promotional campaigns
- Holiday packages
- Newsletters
- Product updates
- Special discounts

You may withdraw your marketing consent at any time.

6. Legal Basis for Processing

Foxtrav processes personal data:

- With your consent;
- For fulfilling contractual obligations;
- To comply with legal requirements;
- For legitimate business interests consistent with applicable law.

7. Sharing of Personal Information

Foxtrav does not sell, rent, or trade your personal information. Your information may be shared only to the extent necessary with:

- Airlines
- Hotels
- Cruise Lines
- Destination Management Companies (DMCs)
- Visa Processing Agencies
- Insurance Providers
- Payment Gateway Providers
- Technology Service Providers
- Government Authorities
- Immigration Authorities
- Law Enforcement Agencies where legally required

All service providers are expected to maintain appropriate confidentiality and security standards.

8. International Data Transfers

As Foxtrav facilitates domestic and international travel services, your personal information may be transferred to airlines, hotels, embassies, visa agencies, destination management companies, and other travel suppliers located outside India solely for providing the requested services.

By making an international booking, you consent to such transfers, subject to applicable laws.

9. Cookies Policy

Our website uses cookies and similar technologies to:

- Improve website performance
- Remember your preferences
- Enhance user experience
- Measure website traffic
- Analyze visitor behavior
- Deliver relevant content

Cookies may include:

- Essential Cookies: Required for website functionality.
- Analytics Cookies: Used to understand website performance and visitor interactions.
- Marketing Cookies: Used to provide relevant advertisements and promotional content.

Users may disable cookies through browser settings; however, certain website features may not function properly.

10. WhatsApp, AI & Automated Communication

Foxtrav may communicate with customers through:

- WhatsApp Business
- Email
- SMS
- Telephone
- Automated chat systems

Where AI-powered assistants or chatbots are used, conversations may be processed and stored for:

- Customer support
- Booking assistance
- Quality assurance
- Training and service improvement

By interacting with these systems, you consent to such processing.

11. Data Security

Foxtrav implements reasonable administrative, technical, and organizational safeguards including:

- SSL Encryption
- Secure Servers
- Password Protected Systems
- Restricted Employee Access
- Secure Payment Processing
- Periodic Security Monitoring

While we strive to protect your information, no online transmission or storage system can be guaranteed to be completely secure.

12. Data Retention

We retain personal information only as long as necessary for business and legal purposes.

Information Type	Retention Period
Booking Records	Up to 8 Years
Accounting & Tax Records	As required under applicable law
Marketing Information	Until consent is withdrawn
Website Logs	Up to 12 Months
Customer Support Records	Up to 3 Years

After the retention period expires, personal information will be securely deleted or anonymized unless required by law.

13. Your Rights

Subject to applicable laws, you may:

- Request access to your personal data
- Request correction of inaccurate information
- Update your information
- Withdraw consent
- Request deletion where legally permissible
- Nominate another person to exercise your rights where applicable
- Raise a grievance regarding processing of your personal data

Foxtrav will process such requests in accordance with applicable law.

14. Withdrawal of Consent

You may withdraw your consent at any time by contacting us. Withdrawal of consent will not affect processing already undertaken but may impact our ability to provide certain travel services.

15. Marketing Communications

Marketing communications will only be sent where:

- You have expressly consented; or
- Such communications are otherwise permitted under applicable law.

You may unsubscribe anytime by:

- Clicking the unsubscribe link;
- Replying STOP (where applicable);
- Contacting us at info@foxtrav.com.

Service-related communications regarding bookings and travel will continue where necessary.

16. Third-Party Websites

Our website may contain links to third-party websites. Foxtrav is not responsible for:

- Privacy practices;
- Security standards;
- Content;
- Policies of external websites.

Users are encouraged to review the privacy policies of those websites before sharing personal information.

17. Children's Privacy

Our services are intended to be booked by adults. Personal information relating to minors is collected only for travel arrangements and with the consent of a parent or legal guardian. We do not knowingly collect personal information directly from children.

18. Photography, Reviews & Testimonials

Where customers voluntarily provide photographs, videos, testimonials, ratings, or reviews, Foxtrav may use such content for marketing and promotional purposes unless the customer specifically requests otherwise in writing.

19. Grievance Redressal

For any privacy concerns, requests, or complaints, you may contact:

Grievance Officer

Foxtrav Hospitality Pvt. Ltd.

Email: info@foxtrav.com

Phone: +91-120-6055230

Address:

Unit No. B-1507, Tower NX-BYTE,

Plot No. 17, TechZone 4,

Greater Noida West,

Uttar Pradesh – 201318

We will make reasonable efforts to acknowledge and address your grievance within the timelines prescribed under applicable law.

20. Changes to this Privacy Policy

Foxtrav reserves the right to amend or update this Privacy Policy at any time. Any changes will be published on this page together with the revised "Last Updated" date. Continued use of our website or services after such publication constitutes acceptance of the revised Privacy Policy.

21. Governing Law & Jurisdiction

This Privacy Policy shall be governed by the laws of India. Any dispute arising from this Privacy Policy or the use of this website shall be subject to the exclusive jurisdiction of the competent courts at Gautam Buddha Nagar, Uttar Pradesh, without prejudice to any rights available under applicable law.

22. Contact Us

For any questions regarding this Privacy Policy or our data practices, please contact:

Foxtrav Hospitality Pvt. Ltd.

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