

Countryside Adventure Holidays — Privacy Policy

Countryside Adventure Holidays Pvt. Ltd. ("Countryside", "we", "us", "our") is a tour operator based in Mumbai, running domestic and international tours. This policy explains what personal data we collect, how we use it, who we share it with, and the choices you have. It should be read together with our Booking Conditions.

We handle personal data in line with the Digital Personal Data Protection Act, 2023 and the DPDP Rules, 2025.

1. The data we collect

- **Identity and contact details** — name, date of birth, gender, postal address, phone number, email, and emergency contact.
- **Government identifiers and travel documents** — passport copy, PAN, Aadhaar (where required), visa papers, and passport-style photographs.
- **Travel details** — preferences, dietary requirements, room-sharing choices, and frequent-flyer numbers.
- **Health and fitness information** — medical conditions, fitness declarations, and any medical needs relevant to physically demanding or high-altitude itineraries. This is sensitive information, and we handle it with particular care.
- **Payment information** — billing details and bank, UPI, or card information as needed to process a transaction.
- **Images** — photographs and video taken during a tour.
- **Website information** — basic usage data collected through cookies when you visit our website.

2. How we collect it

We collect data directly from you when you make an enquiry, complete a booking form or Personal Information Form, or correspond with us. Where one person books on behalf of a group, we collect data about the other travellers from the lead traveller. We also collect basic information automatically when you use our website.

3. Why we use it

- To plan, book, and operate your tour — including flights, hotels, permits, visas, and insurance.
- To communicate with you before, during, and after the tour.
- To provide safety and medical support, particularly on demanding itineraries.
- To process payments and meet our tax and legal obligations, including GST, TCS, and any KYC requirements.

- To respond to your enquiries and provide customer support.
- With your separate consent, to use images or testimonials for marketing.

We rely mainly on your consent to process your data. Where relevant, we also rely on the need to perform our contract with you and to meet our legal obligations.

4. Who we share it with

- **Suppliers and service providers** — airlines, hotels, ground handlers and destination management companies, guides, insurers, and embassies or consulates. For international tours, some of these are outside India.
- **Payment processors and banks**, to complete transactions.
- **Government and regulatory authorities**, where the law requires it.
- **Professional advisers** such as auditors and lawyers, under a duty of confidentiality.

We do not sell your personal data. We require our suppliers to protect it and to use it only for delivering your tour.

5. Transfers outside India

To deliver an international tour, we share the data needed with suppliers and authorities in your destination country. By booking an overseas tour, you consent to this transfer.

6. How we protect it

We apply reasonable security safeguards to protect your data, limit access to staff who need it, and require our suppliers to do the same. No system is completely secure, but we take these obligations seriously and act promptly if a problem arises.

7. Your rights and choices

Under the DPDP Act, you may:

- Ask for a summary of the data we hold about you and how we use it.
- Ask us to correct or update inaccurate or incomplete data.
- Ask us to erase data we no longer need.
- Withdraw your consent at any time. Doing so may affect our ability to provide a service.
- Nominate another person to exercise your rights on your behalf if you die or become unable to do so.
- Raise a grievance with our Grievance Officer, and escalate to the Data Protection Board of India if you are not satisfied.

To exercise any of these, please contact info@countrysideindia.com

9. Photographs and testimonials

We may take photographs and video during a tour. We will use your image or a testimonial for marketing **only with your separate, express consent**, which you can withdraw at any time by contacting us. Declining does not affect your booking in any way.

10. Cookies and our website

Our website uses basic cookies to make it work and to understand how it is used. You can control or disable cookies through your browser settings.

11. Travellers under 18

For a traveller under 18, we collect and process data with the consent of a parent or guardian, and use it only to deliver the tour.

12. Changes to this policy

We may update this policy from time to time. The current version, with its effective date, is always available on our website.

13. Contact us

For any questions about this policy or your data, or to raise a grievance, contact info@countrysideindia.com

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