

Privacy Policy

Effective Date: October 2, 2025

Last Updated: October 2, 2025

At **Romantic Travel Tours Mauritius**, your privacy matters to us. We are committed to protecting your personal information and ensuring that your holiday planning is safe, secure, and worry-free. This Privacy Policy explains what data we collect, how we use it, and your rights as our valued guest.

1. Who We Are

Romantic Travel Tours (Mtius) Ltd

 Saint Joseph Road, Terre-Rouge, Mauritius

 +230 5259 3933

 info@romantictraveltours.com

We design tailor-made holidays and travel experiences in Mauritius. As local experts, we also act as the data controller responsible for your personal information.

2. Information We Collect

We may collect and process the following information when you interact with us:

- **Personal Information:** Name, email address, phone number, postal address, nationality.
- **Travel Details:** Preferred travel dates, accommodation preferences, activities, and special requests (e.g., dietary requirements, mobility needs).
- **Payment Information:** Limited billing details for processing your booking (we do not store card details; secure payment providers handle these).
- **Technical Information:** IP address, browser type, and cookies when you visit our website.
- **Communications:** Records of your interactions with us (e.g., inquiries, customer service chats, email correspondence).

3. How We Use Your Information

We use your information to:

- Process bookings, reservations, and payments.
- Personalize your holiday experience.
- Communicate with you regarding itineraries, confirmations, and updates.
- Provide customer support and respond to inquiries.
- Improve our services, website, and offerings.

- Send newsletters, promotions, or travel inspiration (only if you opt-in).
- Comply with legal obligations and prevent fraud.

4. Sharing Your Information

We respect your trust and only share your data with:

- **Service Providers:** Hotels, airlines, tour guides, transfer companies, and activity operators to fulfill your booking.
- **Payment Processors:** Secure, accredited platforms for transactions.
- **Legal Authorities:** If required by law, regulation, or to protect our rights.

We never sell your personal data to third parties.

5. Data Retention

We keep your data only as long as necessary to:

- Complete your travel booking.
- Meet legal, accounting, and tax requirements.
- Provide after-sales support.

After this period, data is securely deleted or anonymized.

6. Cookies & Tracking

Our website uses cookies to improve your browsing experience and analyze traffic. Cookies may collect non-identifiable data such as page views, session duration, and device type.

You can disable cookies in your browser settings at any time, but some features may not work as intended.

7. Your Rights

Under data protection laws (including GDPR if you are based in the EU/UK), you have the right to:

- Access your personal data.
- Request correction of inaccurate or incomplete information.
- Request deletion of your data ("right to be forgotten").
- Object to certain data processing (e.g., marketing emails).

- Withdraw consent at any time.
- Request a copy of your data in a portable format.

To exercise your rights, email us at info@romantictraveltours.com.

8. International Data Transfers

As a Mauritian-based company, your data may be processed locally or by trusted partners outside Mauritius (such as international airlines or booking systems). We ensure safeguards are in place for secure transfers.

9. Data Security

We use industry-standard measures to protect your data, including:

- Encrypted communication (SSL) on our website.
- Secure servers and restricted data access.
- Partnerships only with verified, trusted providers.

While we strive for 100% security, no method of electronic storage or transmission is completely foolproof.

10. Children's Privacy

Our services are designed for adults planning travel. We do not knowingly collect personal data from children under 16 without parental consent.

11. Updates to This Policy

We may update this Privacy Policy to reflect changes in services, regulations, or best practices. Updates will be posted on this page with a revised "Last Updated" date.

12. Contact Us

If you have any questions or concerns about this Privacy Policy or how your data is handled, please contact us:

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