

Privacy Policy

Provision of personal information and online transactions requires great trust. We assure you to take this responsibility seriously and practice utmost security in handling your data. This privacy policy has been composed to help you better understand how your personal information is being used. Please read our privacy policy carefully to get a clear understanding of what data we collect, use, protect or otherwise handle.

Information we collect

General

We sort and save all your relevant information entered on our site or provided otherwise. These include name, email address, mobile number, residence address, travel and meal preferences and other details. This general information may be required to subscribe to our mailing list, send in an inquiry, purchase our services, participate in surveys and contests and put up other requests with us.

Technical

There is some information that are gathered involuntarily as you enter our website such as your IP address, device type, browser software and third party website. We collect further details such as the products and services you have viewed or booked. These details aid us to customize and enhance user experience

Client

To book any and all travel related services we require correct and verifiable information. If the travel services are for another person, all personal information and other details must be offered only after consent of the person. We understand you acknowledge to have full authority to buy services on behalf of yourself/another person.

When we collect

We collect information from you when you enter our website, subscribe to our mailing list, send us an inquiry, use live chat, book any of our products and services or participate in surveys and contests on our website.

How we use information

We may use the information we collect from you in the following ways:

- To personalize your experience with better content and product offerings suited for you
- To update and engage you on our latest deals and offers
- To improve our website in order to serve you and your travel requests better
- To ease and fasten your booking process
- To assist your queries and requests
- To follow up with you on your requests
- To notify of our special campaigns and contests
- To respond to feedback and disputes
- To administer our Terms and Conditions

Information protection

Our website is scanned on a regular basis for security holes and vulnerabilities in order to make your visit to our site as safe as possible. We use regular Malware Scanning.

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology.

We implement a variety of security measures when a user places an order to maintain the safety of your personal information. All transactions are

processed through a gateway provider and are not stored or processed on our servers.

Regardless to all the above measures taken, we are unable to guarantee that your information will not be susceptible to unauthorized access. AFC Holidays will not be in any case liable for any such breach.

Telephonic Conversations

We may record in-bound and out-bound calls to enhance quality of service and for training purposes

Cookies

We may use cookies for tracking purposes. You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. If you do not accept cookies from AFC Holidays, some features that make your site experience more efficient may not function properly.

Sharing and Disclosing Information

We do not sell, trade, or otherwise transfer your data to outside parties unless mentioned below

We share your personal data to confirm services with our suppliers such as airline, hotels, cruise, local tour vendors, transportation companies, attractions provider and tour guides.

We may also provide your information to third-party companies who offer their services or functions on our behalf, such as credit card transactions, business analytics and fraud impediment. Personal data to these companies are required to perform their tasks but are not allowed to share or use the information for any other purpose.

We may disclose your information in reference to legal notice and proceedings, to defend and exercise our legal rights or as required by the law.

Fraudulent Transactions

Reporting a Fraud: Contact your bank and credit card issuers immediately to act protection against fraud:

Access to your accounts can be protected

Stop payments placed on missing cheques

Personal Identification Numbers (PINs) and Online Banking Passwords changed

Make sure that you have indicated to the bank or issuer, all the cards and/or accounts that might be potentially impacted, including your ATM cards and credit cards.

Examine all recent transactions on linked to these cards/accounts.

Additionally, recheck that no one has requested an address change, title change, PIN change, or ordered new cards or checks to be sent to another address where suitable.

Maintain a written sequence of events of the incident, what was lost, and the steps you took to report the incident to various sources. Ensure you record the date, time, contact telephone number, person you talked to, and any relevant report or reference number and instructions.

For further information or clarification, please call us 600 569 007 OR Email us- payments@afcholidays.com OR customercare@afcholidays.com

Privacy Policy Changes

The Privacy policy would be modified at intervals to ensure we meet the required guidelines and standards. The changes would be effective immediately as updated on the site. We encourage you to review our policies regularly for any such updates.

CONTENT COPYRIGHT DISCLAIMER: Unless otherwise specified, all content shall remain the copyright of AFC Holidays (APOLLO FLIGHT CENTRE) should we discover any infringement, all efforts will be made to recuperate any losses sustained due to this act.