

Cookie Policy

Quest2travel India Pvt. Ltd.

Website: www.quest2travel.com | Effective Date: [Insert Date] | Version: [Insert Version]

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1. Introduction

Quest2travel India Pvt. Ltd. (“Quest2travel”, “we”, “us” or “our”) operates the website www.quest2travel.com (the “Website”) and related corporate travel and booking services. This Cookie Policy explains what cookies and similar technologies are, how and why we use them, and the choices available to you when you visit our Website.

This Policy should be read together with our Privacy Policy, which describes how we collect, use and protect your personal data in accordance with the Digital Personal Data Protection Act, 2023 (the “DPDP Act”) and the rules made under it.

2. What Are Cookies

Cookies are small text files placed on your device (computer, tablet or mobile) when you visit a website. They allow the website to recognise your device, remember your preferences and improve your browsing experience. Similar technologies — such as pixels, tags, software development kits and local storage — perform comparable functions, and references to “cookies” in this Policy include these technologies.

Cookies may be:

- session cookies, which are temporary and deleted when you close your browser; or
- persistent cookies, which remain on your device until they expire or you delete them.

Cookies may also be first-party (set by Quest2travel) or third-party (set by our service providers).

3. Why We Use Cookies

We use cookies to:

- support and secure the booking and reservation process;
- remember your preferences and settings;
- keep you signed in and maintain the security of your session;
- understand how our Website is used so that we can improve its performance; and
- detect and prevent fraud, misuse and security threats.

We do not use cookies for any purpose beyond those described in this Policy.

4. Types of Cookies We Use

The categories of cookies we use are set out below. A detailed, up-to-date list of the specific cookies deployed, including their names and providers, is available through the cookie preferences link on our Website.

Category	Purpose	Consent Required	Typical Duration
Strictly Necessary (Essential)	Enable core functions such as page navigation, secure log-in and completing a booking. The Website cannot operate properly without these.	No (exempt)	Session / [Insert]
Functional / Preference	Remember choices you make, such as language, currency and region, to personalise your experience.	Yes	[Insert]
Analytics / Performance	Collect aggregated information on how visitors use the Website so that we can measure and improve performance.	Yes	[Insert]
Security	Help protect the Website and its users against fraud, misuse and unauthorised access.	As applicable	[Insert]
Advertising / Marketing [include only if used]	Deliver and measure relevant content or offers. Retain this row only if such cookies are actually deployed.	Yes	[Insert]

5. Your Consent

Strictly necessary cookies are essential for the Website to work and are set automatically; they do not require your consent.

For all other cookies (including functional, analytics and any marketing cookies), we ask for your consent before they are placed on your device. When you first visit our Website, a consent banner allows you to accept all cookies, reject non-essential cookies, or choose the categories you agree to.

In line with the DPDP Act, the consent we rely on is free, specific, informed, unconditional and unambiguous, and is given through a clear affirmative action. We do not treat continued use of the Website, silence or pre-ticked boxes as valid consent for non-essential cookies.

6. Managing and Withdrawing Your Consent

You remain in control of the cookies you allow. You can:

- change or withdraw your consent at any time using the cookie preferences link on our Website; and
- manage or delete cookies through your browser settings.

Withdrawing consent is as easy as giving it. Once you withdraw consent, we will stop placing the relevant cookies, although cookies already stored may remain on your device until you delete them through your browser.

Please note that disabling certain cookies may affect the functionality of the Website, including the booking process and personalised features.

7. Third-Party Cookies

Some cookies are placed by trusted third parties that provide services on our behalf, such as analytics and security providers. These third parties process information in accordance with their own privacy policies and our contractual arrangements with them. Where required, we obtain your consent before such cookies are set.

8. Data Protection and Security

Personal data collected through cookies is processed in accordance with our Privacy Policy and the DPDP Act. We apply appropriate technical and organisational safeguards to protect this data against unauthorised access, disclosure, alteration or loss. Our privacy practices are aligned with the international standard for privacy information management (ISO/IEC 27701).

Where data collected through cookies is transferred outside India, we ensure that such transfers comply with applicable legal requirements.

9. Your Rights

Subject to the DPDP Act, you have the right to:

- access information about the personal data we process about you;
- request correction or erasure of your personal data;
- withdraw consent you have previously given;
- nominate another individual to exercise your rights in specified circumstances; and
- raise a grievance regarding our handling of your personal data.

To exercise any of these rights, please contact us using the details in Section 11.

10. Changes to This Policy

We may update this Cookie Policy from time to time to reflect changes in technology, law or our practices. The updated version will be posted on our Website with a revised effective date. We encourage you to review this Policy periodically.

11. Contact Us

If you have any questions about this Cookie Policy or wish to exercise your rights, please contact:

Data Protection Officer / Grievance Officer

Quest2travel India Pvt. Ltd.

Email: [Insert Email]

Address: [Insert Registered Address]