

Website Privacy Notice

For

Quest2travel India Private Limited

Document Control

Document title	Website Privacy Notice
Classification	Public
Applies to	Visitors and users of Quest2travel.com India Private Limited website and online services
Version	1.0
Effective date	1 st July 2026
Owner	Data Protection Officer
Prepared by	Second Quadrant

Contents

1. About This Notice and Who We Are	3
2. The Personal Data We Collect.....	3
3. How We Collect Your Personal Data	3
4. Why We Use Your Personal Data.....	4
5. Our Lawful Basis and Your Consent	4
6. Cookies and Similar Technologies.....	4
7. How We Share Your Personal Data.....	5
8. International Transfers of Personal Data	5
9. How Long We Keep Your Personal Data	5
10. How We Protect Your Personal Data	5
11. Your Rights	6
12. How to Exercise Your Rights	6
13. Your Responsibilities as a Data Principal	6
14. Children’s Privacy.....	6
15. Grievance Redressal and Contact	7
16. Changes to This Notice.....	7
17. Your Consent.....	7

Privacy Notice

This Privacy Notice explains how Quest2Travel (“we”, “us”, “our”) collects, uses, shares and protects your personal data when you visit our website, create an account or use our travel and related services. Please read it carefully.

By using our website and providing your personal data, you confirm that you have read and understood this Notice.

1. About This Notice and Who We Are

Quest2Travel is the Data Fiduciary responsible for your personal data described in this Notice. “Personal Data” means any information about you from which you – as a Data Principal can be identified. This Notice should be read together with any specific notice provided when you use a particular service.

2. The Personal Data We Collect

Depending on how you interact with us, we may collect:

Category	Examples
Identity and contact data	Name, email address, phone number, employer or organisation
Account data	Username, login credentials and preferences
Travel data	Passport, visa and ID details, itineraries, bookings and travel preferences
Payment and billing data	Billing details and transaction information
Usage and device data	IP address, device and browser information, pages visited and cookies
Communications	Enquiries, support requests and feedback

3. How We Collect Your Personal Data

We collect personal data directly from you when you fill in forms, create an account, make a booking or contact us; automatically through cookies and similar technologies when you use our website; and from third parties such as your employer, travel partners and verification providers, where relevant to the service.

4. Why We Use Your Personal Data

We use your personal data for the following purposes:

Purpose	Why
Providing services	To process bookings, deliver travel services and manage your account
Communication	To respond to enquiries and send service-related information
Payments	To process payments and maintain billing records
Improvement and security	To operate, secure, analyse and improve our website and services
Legal compliance	To meet legal, regulatory and contractual obligations

5. Our Lawful Basis and Your Consent

We process your personal data only where we have a lawful basis to do so — your consent, the performance of a contract with you or your organisation, compliance with a legal obligation, or another legitimate use permitted under the DPDP Act. Where we rely on your consent, you may withdraw it at any time, as easily as you gave it, without affecting processing already carried out.

6. Cookies and Similar Technologies

We use cookies and similar technologies to operate the website, remember your preferences, measure usage and, where you consent, for analytics and personalisation.

You can manage non-essential cookies through our cookie banner or your browser settings. Disabling some cookies may affect how the website works.

7. How We Share Your Personal Data

We share personal data only as necessary and under appropriate safeguards, with travel partners such as airlines, hotels and global distribution systems to fulfil your bookings; with service providers who support our operations, such as payment, hosting and analytics providers; with your employer or organisation where you travel under a corporate arrangement; and with authorities or advisers where required by law. We do not sell your personal data.

8. International Transfers of Personal Data

Because travel services are international, your personal data may be transferred to or accessed from outside India.

We do this only where permitted by law, which allows transfers except to countries or territories specifically restricted by the Government of India, and we apply appropriate safeguards to protect your data.

9. How Long We Keep Your Personal Data

We keep your personal data only for as long as necessary to provide our services and to meet legal, regulatory and contractual requirements, after which we securely erase or anonymise it. Where you withdraw consent or the purpose is fulfilled, we erase your data in line with the timelines prescribed under the DPDP Rules, unless we are required to retain it.

10. How We Protect Your Personal Data

We apply reasonable technical and organisational security measures — including encryption, access controls, monitoring and secure infrastructure — to protect your personal data against unauthorised access, loss or misuse, consistent with our information security and privacy management framework.

11. Your Rights

Subject to applicable law, you have the right to:

- Access a summary of the personal data we hold about you and how we process and share it;
- Ask us to correct, complete or update inaccurate or incomplete data;
- Ask us to erase personal data that is no longer needed, where the law permits;
- Raise a grievance about how we handle your personal data; and
- Nominate another person to exercise your rights if you die or become incapacitated.

12. How to Exercise Your Rights

To exercise any of your rights as a Data Principal, contact our Data Protection Officer using the details in Section 15. We will verify your identity and respond within the timelines prescribed under the DPDP Rules. There is no charge for most requests.

13. Your Responsibilities as a Data Principal

When you provide personal data or exercise your rights, please comply with applicable law, do not impersonate anyone, do not suppress information required by law, do not raise false or frivolous grievances, and provide accurate and authentic information. This helps us serve you securely and correctly.

14. Children's Privacy

Our website and services are intended for adults and for business travel arranged by organisations. Where we process a child's personal data, we obtain verifiable consent from a parent or lawful guardian as required by law, and we do not direct tracking or targeted advertising at children.

15. Grievance Redressal and Contact

If you have any question, request or complaint about this Notice or your personal data, please contact:

Data Protection / Grievance Officer	[Name]
Email	[privacy@quest2travel.com]
Postal address	[Address]
If unresolved	You may escalate to the Data Protection Board of India

16. Changes to this Notice

We may update this Notice from time to time to reflect changes in law or our practices. The current version, with its effective date, is published on our website, and material changes will be highlighted where appropriate.

17. Your Consent

By using our website and services and providing your personal data, you acknowledge that you have read and understood this Privacy Notice and, where consent is the lawful basis, you consent to the collection and use of your personal data as described here. You can withdraw your consent or manage your cookie choices at any time using the mechanisms provided on our website.