



Privacy Policy

About Policy

Operose recognizes the importance of privacy of its users and also of maintaining confidentiality of the information provided by its users as a responsible data processor.

This Privacy Policy describes how Operose ("we," "us," or "our") collects, uses, and shares personal information of employees ("you") of our corporate clients, ("Your Organisation/Employer" or "you") who use our service platform through our website or application to book flights, hotels, cabs and buses. We are committed to protecting your privacy and handling your personal information responsibly.

Personal Information We Collect

We collect the following categories of personal information necessary for fulfilling our contractual obligations to you or your organisation/employer and providing the Platform's services:

Information We Collect

Personnel Information:

- Gender
- Business Email Address
- Business Phone Number
- Department
- Manager Details

Travel Information:

Details associated with Booking ID/PNR for bookings made through website

- Flight Details (E.g. - Flight Number, Airline, Departure/Arrival Times, PNR)
- Hotel/Accommodation Details (E.g. – Hotel/Accommodation Name, Check-in/Check-out dates, Room Type)
- Any special requests made associated with bookings
- Frequent Flyer Numbers (If Applicable)

Payment Information:

- Wallet Details
- Credit Card Details
- Billing Address

Account Activity Information:

- Login times
- Search history
- Booking history
- Interactions with customer support

Technical Information:

- IP address

- Browser type
- Device information
- Operating system

How We Use It

We use your personal information for the following purposes:

- **Providing and Managing the Platform:** To create and manage your user account, process your travel bookings, provide customer support, and ensure the functionality and security of the Platform.
- **Facilitating Travel Arrangements:** To communicate with airlines, hotels, and other travel providers to confirm your bookings and fulfil your travel requests.
- **Communicating with You:** To send you booking confirmations, travel updates, and other important information related to your business trips including reports shared with your organisation/employer.
- **Complying with Legal Obligations:** To comply with applicable laws and regulations, such as those related to travel and data privacy.

Who We Share It With

We may share your personal information with the following categories of recipients:

- **Travel Providers:** We share your travel information with airlines, hotels, car rental companies, and other travel providers as necessary to fulfil your bookings.
- **Third-Party Service Providers:** We may engage third-party service providers to assist us with various functions, such as payment processing, IT services, and customer support. These providers are contractually obligated to protect your personal information and only use it for the purposes we specify.
- **Your Employer/Organisation:** We share relevant travel information with your organisation, as they are our contracting party, for purposes such as expense management, travel policy compliance, and duty of care.
- **Legal Authorities:** We may disclose your personal information to legal authorities if required by law or legal process.

International Data Transfers

Your personal information may only be shared with entities outside of Indian National Territory in case you are traveling to an international destination wherein bookings are made through the use of our platform. We may share your personal information to international entities such as Embassies as well as International Service Providers solely for the purpose of fulfilment of bookings made through website or otherwise.

Your Rights

You may have certain rights regarding your personal information, subject to applicable law, including the right to access, correct, or delete your information. As we primarily process your information on behalf of your employer/organisation, please contact your company's dedicated point of contact/department regarding any requests related to your personal data. We will cooperate with your organisation/employer in fulfilling such requests.

Data Retention

We retain your personal information for as long as necessary to fulfil the purposes for which it was collected, including the duration of our contract with your organisation/employer and for a reasonable period thereafter to comply with applicable legal obligations.

Security

We will have technical and operational security precautions to protect your data from being accidentally or intentionally manipulated, lost, destroyed, or accessed by unauthorized persons. Our security measures are being reviewed and keeping updated technological advancement for future.

All payments on the Website are secured. This means all Personal Information you provide is transmitted using TLS (Transport Layer Security) encryption. TSL is a proven coding system that lets your browser automatically encrypt, or scramble, data

before you send it to us. Website has stringent security measures in place to protect the loss, misuse, and alteration of the information under our control. Whenever you change or access your account information, we offer the use of a secure server. Once your information is in our possession we adhere to strict security guidelines, protecting it against unauthorized access.

Changes to this Policy

We reserve the rights to revise the Privacy Policy from time to time to suit various legal, business and customer requirement. We will duly notify the users as may be necessary. You may always submit concerns regarding this Privacy Policy via email to us at inf@operose.net.in Operose shall endeavour to respond to all reasonable concerns and inquires.

Contact Us

Operose's Data Protection Officer is responsible for monitoring compliance with relevant legislation in relation to the protection of personal data. Please contact us at dpo@operose.net.in You can contact us for any concerns or questions about your personal information, those we process or store.

Our cookie statement may also be updated from time to time. If these updates are substantial, particularly relevant to you or impact your data protection rights, we'll contact you about them. However, we recommend that you visit this page regularly to stay up to date with any other (less substantial or relevant) updates.