

Privacy Policy

MAKES Travels (“we,” “our,” or “us”) values the privacy of our customers and is committed to protecting your personal information. This Privacy Policy outlines the types of information we collect, how we use it, and the measures we take to ensure its security.

Information We Collect

We collect various types of information in connection with the services we provide, including:

Personal Information

- **Contact Information:** Name, email address, phone number, and postal address.
- **Identification Information:** Passport number, driver’s license number, date of birth, and other identification details required for travel arrangements.
- **Payment Information:** Credit card details and billing information.

Non-Personal Information

- **Travel Preferences:** Details of your travel preferences and history.
 - **Technical Information:** IP address, browser type, operating system, and other technical information collected through cookies and similar technologies.
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How We Use Your Information

We use the information we collect for the following purposes:

- **To Provide Services:** To process bookings, manage travel itineraries, and provide customer support.
- **To Improve Services:** To analyze usage trends and improve our services and website functionality.
- **To Communicate:** To send updates, promotional offers, and other communications related to our services.
- **Marketing Communications:** We may use your contact information to send you marketing emails, newsletters, and promotional offers. You will only receive such

communications if you have opted in, and you may opt out at any time by clicking the unsubscribe link in our emails or contacting us directly.

- **To Comply with Legal Obligations:** To comply with legal requirements and protect our legal rights.

Sharing Your Information

We may share your information with third parties in the following circumstances:

- **Service Providers:** With third-party service providers who perform services on our behalf, such as payment processing, travel arrangements, and customer support.
- **Legal Compliance:** To comply with legal obligations, respond to lawful requests, and protect our rights and property.
- **Business Transfers:** In connection with a merger, acquisition, or sale of all or a portion of our assets.
- **International Data Transfers:** In the course of providing travel services, we may transfer your information to third parties located in countries outside your own, including those that may not have equivalent data protection laws. Where required, we ensure appropriate safeguards are in place.

Security of Your Information

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, use, or disclosure. However, no internet or email transmission is ever fully secure or error-free.

Your Rights

You have the following rights regarding your personal information:

- **Access:** You can request access to your personal information.
- **Correction:** You can request correction of inaccurate or incomplete information.
- **Deletion:** You can request deletion of your personal information.

- **Objection:** You can object to the processing of your personal information in certain circumstances.

To exercise any of these rights, please contact us using the information provided below.

Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Payment Processing

All payment transactions are processed through secure vendor sites. We do not store your full payment card details on our servers.

California Residents

If you are a California resident, you may have additional rights under the California Consumer Privacy Act (CCPA), including the right to know what personal information we collect, request deletion of your information, and opt out of the sale of your personal data. To exercise these rights, please contact us using the information below.

Use of Artificial Intelligence

MAKES Travels may use artificial intelligence (AI) tools, such as OpenAI's ChatGPT, to assist in content creation, general travel suggestions, and customer service support. These tools are used solely to enhance the quality and efficiency of our services. We do not input sensitive personal information into AI systems without your consent, and any data shared with such tools is either anonymized or limited to general inquiries.

We remain fully responsible for the outputs generated and ensure that all recommendations and communications are reviewed by a human travel advisor prior to final delivery to the client.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website. You are advised to review this Privacy Policy periodically for any changes.

Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

MAKES Travels

Email: sarah@makestravels.com

Phone: 507-430-3866

For more information, please also refer to our Terms and Conditions.

This Privacy Policy was last updated on October 15, 2025.