



OUR PRIVACY POLICY

OUR PRIVACY COMMITMENT

WE VALUE the relationship we have with our customers and are committed to responsible information handling practices.

We operate businesses and Websites under the names, among others, mytravelgrab.com, mytravelgrab.com Canada, and many other countries.

If you provide information to any of the businesses or websites, this information may be combined or shared between current or future mytravelgrab.com entities, alliances, partners, and subsidiaries.



Although our businesses and websites have unique services and offerings, they share a similar privacy philosophy. mytravelgrab.com® follow these privacy principles in our conduct in the collection, use, release and security of customer information both online and offline:

- Providing you NOTICE of our information practices.
- Giving you CHOICES about how your data will be used. Providing you the opportunity to UPDATE or CORRECT your personal information.
- Using information SECURITY safeguards.
- Limiting the SHARING of your information.
- Committing to COMPLYING with applicable privacy requirements.
- Providing you with means to CONTACT US about privacy-related issues. Each member of the mytravelgrab.com, and/or each Website maintained by a member of mytravelgrab.com, may have its own privacy policy, which it may modify as needed consistent with these principles.

PRIVACY POLICY mytravelgrab.com

The following Privacy Policy describes the information and privacy practices for mytravelgrab.com (the “mytravelgrab.com Website”). By visiting our Website, or the Website we build for you, you consent to the information practices described in this policy.

This Privacy Policy does not apply to other Websites that may be accessible through the mytravelgrab.com® sites. Our sites contain links to other sites operated by third parties, including but not limited to third party sites that display the mytravelgrab.com trademarks. We encourage you to read the privacy policies of those other sites to learn how they collect and use information about you.

To assist you with reading through our Privacy Policy, we have provided answers to questions that you may find most important:

WHAT INFORMATION DOES MYTRAVELGRAB.COM COLLECT AND HOW IS THE INFORMATION USED?

What information we collect. We collect personal information such as your contact information (name, e-mail address), billing/shipping information (credit card and financing number, shipping address), or your personal preferences (product wish-lists, hobbies, likes and dislikes relating to the products we may sell). When submitting personal information on an online form, we will identify which fields are required in order to fulfill your request. Additionally, our Web server automatically collects click-stream information such as the address (or “URL”) of the website



Copyright 2019. Mytravelgrab.com LLC.
All rights reserved.

that you came from before visiting our site, which pages you visit on our site, which browser you used to view our site and any search terms you have entered on our site.

When we collect information. While shopping or taking advantage of services available by visiting our Websites, we may ask that you provide certain information about yourself. For example, we request personal information when you set up an mytravelgrab.com Independent Business Owner (IBO) account online, purchase products or services, schedule delivery or vacation, join a frequent buyer program, participate in a sweepstakes, promotion or survey, contact mytravelgrab.com with a question or concern, apply for employment with mytravelgrab.com, or participate in other activities. In addition, when using our Websites, our servers may collect click-stream information as described above. mytravelgrab.com may also use third party providers of customer information to improve the accuracy of our customer database, to increase our understanding of our customers or to identify potential customers.

How the information is used. We use the information you provide in order to 1) fulfill requests for products, services or information, 2) administer a vacation credit bank account, 3) provide customer services, 4) administer sweepstakes or promotions, 5) offer new products and services, 6) measure and improve the effectiveness of our Websites, our marketing endeavors or our services and offers, 7) tailor our online offerings to your preferences, 8) administer surveys, 9) send marketing communications or 10) other business purposes.

DOES MYTRAVELGRAB.COM WEBSITE USE COOKIES, OTHER TECHNOLOGIES OR THIRD PARTIES TO INDIRECTLY COLLECT INFORMATION?

Cookies and other Technologies

A cookie is a small data file that a website may send to your browser and which may then be stored on your hard drive. Our Websites use cookies to simulate a continuous connection — cookies let us “remember” information about your preferences and session, and allow you to move within areas of our Websites without reintroducing yourself. No personally identifiable information is stored in these cookies.

Our Web server automatically collects the address of the website that you came from before visiting our site, which browser you used to view our site and any search terms you have entered on our site.

Third Party Service Providers

Our Website may also use other technologies to track which pages on our Websites our visitors view. This non-identifiable click-stream data helps us understand how visitors use our Website. Our Websites may use third party service providers to serve ads, send e-mails and analyze website traffic on our behalf. These companies may use technologies similar to those outlined above to measure the effectiveness of ads and e-mails. They may also use information about your visits to this and other websites so that we can provide advertisements about goods and services of interest to you. For this purpose, we may also provide these third parties service providers’ anonymous information about your site navigation and purchases.

DOES MYTRAVELGRAB.COM SHARE THE INFORMATION I’VE PROVIDED?

mytravelgrab.com may need to share personal information with third parties in limited circumstances. For example, we may release personal information to third parties to perform services on our behalf such as; fulfilling our customer’s orders, sending mytravelgrab.com marketing communications from mytravelgrab.com, delivering marketing tools, travel mall items, vacation packages, scheduling and performing bookings in general, servicing products, fulfilling services, conducting research or surveys, sending regular mail and e-mail on behalf of mytravelgrab.com, or processing credit card payments. mytravelgrab.com does not sell or rent customer information to third parties.

As such, any information you may provide to us either online or offline may be combined or shared between current or future mytravelgrab.com entities and subsidiaries.

From time to time, we may be required to provide personal information in response to a valid court order, subpoena, government investigation, or as otherwise required by law. We also reserve the right to report to law enforcement agencies any activities that we, in good faith, believe to be unlawful. We may release certain personal information when we believe that such release is reasonably necessary to protect the rights, property, and safety of others and ourselves. We may also release personal information in the event of a corporate sale, IPO, merger, reorganization, dissolution or similar event.

DO I HAVE CHOICES REGARDING HOW MY INFORMATION IS USED?

If your information is currently being used to send you marketing communications, you can optout at any time. All marketing e-mail and direct mail communications from mytravelgrab.com, such as hot vacation deals or special offers; tell you how to stop receiving them.



Copyright 2019. Mytravelgrab.com LLC.
All rights reserved.

To opt-out of receiving marketing communications from *mytravelgrab.com*:

- 1) Follow directions on a marketing e-mail or direct mail communication from us.
- 2) Send an e-mail with your current contact information to privacymanager@mytravelgrab.com
- 3) OR; Send a request with your current contact information to:

mytravelgrab.com Attn: Privacy Manager
3217 NW 63RD Street
Oklahoma City, Oklahoma 73116 (USA)

If you send an e-mail or letter request, please be sure to include your full name, address, phone number and e-mail address and indicate specifically what type of marketing communications you wish to stop receiving. This will ensure we identify you correctly in our systems and accurately process your opt-out request.

mytravelgrab.com will take the appropriate steps to implement your request to opt-out. Please note that due to production and mailing timelines, it may take up to 10 business days for e-mails and up to six weeks for direct mail to make the requested change. Until that change takes effect, you may still receive marketing communications from us.

Also, please note that you may still receive business-related communications such as order confirmations, product recall information or other administrative communications.

HOW CAN I UPDATE OR CHANGE MY INFORMATION?

mytravelgrab.com wants your information and preferences to be accurate and complete. We provide several different methods for you to update or change the information you give us simply by going to our Website.

To update or change your information:

- 1) If you've created an account on www.mytravelgrab.com, you can update your information after logging into your account.
- 2) Send a request to customerservice@mytravelgrab.com
- 3) Send a request to:

mytravelgrab.com, Attn: Customer Care
3217 NW 63RD Street
Oklahoma City, Oklahoma 73116 (USA)

HOW DOES MYTRAVELGRAB.COM SECURE MY PERSONAL INFORMATION?

Whether you are shopping online at the *mytravelgrab.com* Website, we have security measures in place to protect against the loss, misuse, unauthorized access and alteration of the information under our control.

Safe Shopping Policy

Because your credit card security is a high priority, we have taken numerous steps to ensure that your payment information is processed confidentially, accurately and securely. The *mytravelgrab.com* Website uses encryption technology, such as Secure Sockets Layer (SSL), to protect your credit card information during data transport. SSL encrypts ordering information such as your name, address, and credit card number.

Choosing a Personal Password

When you create an online account on the *mytravelgrab.com* Website, you need to select a personal password that you will remember. It must be at least 6 characters. To maximize your level of protection, you should choose a combination of both letters and numbers. You are solely responsible for maintaining the secrecy of your passwords or any account information.

Although we cannot guarantee against any loss, misuse, unauthorized disclosure, alteration or destruction of data, we take reasonable precautions to prevent such unfortunate occurrences. *mytravelgrab.com* cannot ensure or warrant the security of any information you transmit to us by e-mail and you do so at your own risk.

DOES MYTRAVELGRAB.COM COLLECT INFORMATION FROM CHILDREN?

We are committed to protecting the privacy of children. We will not knowingly or intentionally collect personal information online from children under the age of 13.



Copyright 2019. Mytravelgrab.com LLC.
All rights reserved.

WHOM CAN I CONTACT IF I HAVE QUESTIONS OR CONCERNS?

Please contact our Privacy Manager to report any known or suspected privacy or security breaches or to submit privacy-related questions or complaints. After receiving your inquiry, we will respond within five business days. You may contact us in the following ways:

1. Regular Mail:

mytravelgrab.com, Attn: Privacy Manager
3217 NW 63RD Street
Oklahoma City, Oklahoma 73116 (USA)

2. E-mail: privacymanager@mytravelgrab.com

WILL THIS PRIVACY POLICY CHANGE?

Because our Websites and businesses will continue to implement new technologies and improve the services and features we provide, this policy is subject to change. If there are changes or additions to this Privacy Policy, we will post those changes here or in other formats we deem acceptable, so that you will always know what information we collect online or offline, how we use it and what choices you have. If we change our information practices or this Privacy Policy in such a way that your personal information may be used or shared in a different manner, we will give you the opportunity to opt-out of having your information used or shared in that new manner.

If you have questions about our Privacy Policy, e-mail our Privacy Manager at privacymanager@mytravelgrab.com



All material presented in this Privacy Policy, unless specifically indicated otherwise, is under copyright to mytravelgrab.com (MTG). None of the material, nor its content, nor any copy of it, may be altered in any way, transmitted to, copied or distributed to any other party, without the prior express written permission of mytravelgrab.com. All trademarks, service marks and logos used in this report are trademarks or service marks or registered trademarks or service marks of mytravelgrab.com.



Copyright 2019. Mytravelgrab.com LLC.
All rights reserved.