



Privacy Policy for Trip Wires

Effective Date: 15 June 2017

Trip Wires respects your privacy and is committed to protecting the personal information collected when you use our website, contact our agency, request travel services, or communicate with us by email, messaging apps, or social media.

This Privacy Policy explains what information we collect, how we use it, when we may share it, and what rights you may have regarding your personal data.

1. Who We Are

Trip Wires is a travel agency providing travel planning, tour and ticket booking, accommodation arrangements, travel insurance, visa support, and related travel services.

For questions about this Privacy Policy or personal-data processing, please contact us:

- Email: travelagency@trip-wires.com
- Phone: +7 (747) 094-14-61
- Address: Auezova street 69, Almaty 050000, Kazakhstan

2. Information We Collect

We may collect personal information that you voluntarily provide when you submit a form on our website, contact one of our travel managers, request a quotation, make a booking, or use our services.

This information may include:

- Full name
- Telephone number and email address
- Date of birth, gender, nationality, country of residence
- Passport details, visa information, travel permits, and other travel-document information
- Travel itinerary, travel dates, flight, hotel, meal, transfer, and other travel preferences
- Information necessary to arrange travel or medical insurance, where requested
- Information about accompanying travelers or family members where required for a booking
- Communications, enquiries, reviews, and support requests
- Technical information such as IP address, device type, browser type, cookie data, and website-usage activity

Please do not send payment-card numbers, passwords, or other sensitive payment information through unprotected communication channels. When payments are processed through a third-party payment provider, card information is handled in accordance with that provider's own privacy and security practices.

3. How We Use Information

Trip Wires may use your personal information to:

- Respond to enquiries and provide travel consultations
- Select and arrange tours, flights, hotels, transfers, and other travel services
- Process bookings and prepare travel documents
- Provide visa support and communicate with visa centers, consulates, or other authorized organizations where this service has been requested
- Arrange travel and medical insurance
- Contact you regarding bookings, payments, itinerary changes, required documents, and travel arrangements
- Improve our website, services, and customer experience
- Send promotional materials, travel offers, and newsletters where you have consented or where permitted by applicable law
- Comply with legal requirements and protect the rights, safety, and legitimate interests of Trip Wires, our clients, and our partners

4. Legal Basis for Processing

We process personal information where necessary:

- To perform a contract with you or take steps before entering into a contract
- To provide the travel, visa, insurance, or other services you request
- With your consent
- To comply with legal obligations
- To pursue legitimate business interests, provided that these do not override your rights and freedoms

5. Sharing Information

To arrange travel services, Trip Wires may share the necessary information with trusted service providers and partners. We share only the information required to perform the requested service.

Your information may be shared with:

- Airlines, rail and bus carriers, and other transportation providers
- Hotels, tour operators, destination management companies, and transfer providers
- Insurance companies and assistance providers
- Visa centers, consulates, government authorities, and organizations involved in visa processing
- Payment processors and banks, where necessary to process payment
- IT, CRM, email, hosting, and website-service providers supporting our operations
- Government authorities or law-enforcement bodies where disclosure is required by law or a valid legal request

As international travel often involves overseas suppliers, your information may be transferred to countries outside your country of residence, including countries of destination, transit, or where a travel supplier is located. We take reasonable measures to ensure that only necessary information is shared with reliable partners.

Trip Wires does not sell personal information to third parties.

6. Cookies and Analytics

Our website may use cookies and similar technologies to:

- Ensure the website functions properly
- Remember user preferences
- Analyze website traffic and improve our services
- Measure advertising and marketing performance

You can manage or disable cookies through your browser settings. Please note that disabling certain cookies may affect the functionality of our website.

7. Data Retention and Security

We retain personal information only for as long as necessary to fulfill the purposes for which it was collected, provide services, resolve disputes, enforce agreements, and meet applicable legal, accounting, or reporting obligations.

Trip Wires uses reasonable organizational and technical safeguards to protect personal information against unauthorized access, loss, misuse, alteration, or disclosure. These measures may include access controls, secure systems, restricted employee access, and internal procedures for handling personal data.

However, no method of online transmission or electronic storage is completely secure. Users should take reasonable precautions and avoid sending sensitive documents or payment data through unverified channels.

8. Your Rights

Depending on applicable law, you may have the right to:

- Request access to the personal information we hold about you
- Request correction of inaccurate or incomplete information
- Withdraw consent where processing is based on consent
- Opt out of marketing communications at any time
- Request deletion of your information where retention is no longer required
- Request restriction of processing in certain circumstances
- Lodge a complaint with a relevant data-protection authority

To exercise any of these rights, please contact us at: **[Insert privacy contact email]**.

For security purposes, we may ask you to verify your identity before processing a request.

9. Children's Information

Trip Wires may process personal information relating to children only when necessary to arrange travel, accommodation, insurance, visa services, or other requested travel services. Where required by law, such information will be provided by or processed with the consent of a parent, legal guardian, or authorized accompanying adult.

10. Third-Party Websites

Our website may include links to third-party websites, including airlines, hotels, insurance providers, visa centers, tour operators, and other travel partners. Trip Wires is not responsible for the content, security, or privacy practices of those websites.

We recommend reviewing the privacy policy of each third-party website before submitting personal information.

11. Changes to This Policy

Trip Wires may update this Privacy Policy from time to time to reflect changes in our practices, services, website, or applicable laws.

The most current version will be published on the Trip Wires website. By continuing to use our website or services after changes are posted, you acknowledge the updated Privacy Policy.