

Privacy Policy

Last updated: January 31st, 2018

About us

VR Canada Travel Ltd. (“we” or “us”) is committed to protecting your privacy and safeguarding the personal information in our custody or control. This Privacy Policy tells you how we collect, use, store, transfer and disclose your personal information. By providing your information, you agree to your personal information being processed in accordance with this Privacy Policy, as amended from time to time. If you do not consent to the collection, use and disclosure of your personal information in accordance with this Privacy Policy, do not access or use our website or provide us with any personal information.

Information we collect

We collect some information which is not attributable to an identifiable individual. For example, when you visit our website, our web server automatically recognizes only your computer's domain name, but not your e-mail address or any other information that identifies you personally. This renders your visit virtually anonymous, unless you volunteer your personal information in connection with your visit.

We may also collect anonymous aggregate information on what pages you access or visit. The aggregate information we collect is used for many different purposes in order to serve you better. Among these purposes are to improve the content of our website, to provide services such as technical support, and to customize the content and/or layout of our website for each individual visitor.

Collection of personal information

We may also ask you to provide your personal information, including when you submit an inquiry to us, request to become a customer, create a personal profile, use our online travel booking services or subscribe to our mailing list. Our collection of personal information is limited to that which is reasonable under the circumstances, and we only collect your personal information with your consent.

For example, we may collect the following personal information about you:

- name and contact information



- address
- company name
- date of birth
- travel preferences
- passport information, and
- payment information

How we may use your personal information

We use personal information for the purposes stated or implied at the time of collection, including for the following purposes:

- confirming your identity
- responding to your inquiries
- to meet the legal and regulatory requirements applicable to us
- processing and completing travel bookings, and
- marketing of our services to you, as well as those of our affiliates

We may otherwise use your personal information where permissible by law, for example to respond to an emergency, or in the course of an investigation into illegal behavior.

Anti-spam

Where applicable, we will seek your express consent to contact you, including by way of commercial electronic messages. This consent is sought by VR Canada Travel Ltd. and you can contact us at [888-263-0050] or 174 Spadina Avenue Suite 402 Toronto, Ontario M5T 2C2. You can unsubscribe at any time from receiving commercial electronic messages by following the instructions in the message.

Even if you have opted out of receiving marketing communications from us, please be aware that we may still contact you for other purposes. For example, we may contact you to provide communications you have consented to receive, regarding the services we provide to you, or if you contact us with an inquiry.

Transfers and disclosures of personal information



We will not disclose personal information to any external organization without your consent unless we are required or permitted to do so by law, including in the event of a corporate amalgamation, reorganization, change of control or sale.

Your personal information may be stored, processed, transferred or otherwise used by us, our affiliates or our service providers, both inside and outside of Canada. As a result, that country's courts, governments or law enforcement agencies could obtain disclosure of your information in accordance with that country's laws. We also use third-party service providers to perform certain services, including processing travel reservations. The third party service providers may collect your payment information if you submit a payment. These third party service providers conform to information security standards for online payments. Whenever we hire other service providers or work with our affiliates to provide support services, we ensure that they conform to our privacy standards.

Security and retention

We take all reasonable steps to protect the security and confidentiality of your personal information. We protect the personal information within our custody or control with appropriate organizational, technological and physical safeguards.

We store personal information in electronic and physical files that are secure, and our security measures include secure on- and off-site storage, restricted access to records and data processing equipment, password protocols, and encryption and security software.

We only retain personal information for as long as is necessary for the purpose for which it was collected. When we no longer are required to retain the information, we will destroy, erase, or de-identify the information. Legal requirements, however, may require us to retain some or all of the personal information we hold for a period of time that is longer than that for which we might otherwise hold.

Personal information of children

We do not knowingly collect children's personal information. This website is directed toward and designed for use by persons over the age of majority in their jurisdiction of residence. We will not approve applications from, or establish or maintain profiles for, any child whom we know to be under the age of 13. If we nevertheless discover that we have received personal information from an individual who indicates that he or she is under the age of majority in his/her jurisdiction of residence, we will delete such information from our systems.

Cookies



We may use "cookie" technology to obtain non-personal information from visitors to our website. Cookies are information files that your web browser places on your computer when you visit a website. Most browsers accept cookies automatically, but can be configured not to accept them or to indicate when a cookie is being sent. We do not extract personal information in this process and we do not provide this information to third parties. Cookies allow us to customize your user interface to speed up the navigation process and to make the website experience more efficient. If your browser is configured to reject cookies, you will not be able to use the features of our website.

Third Party Links

There may be websites that link to and/or from our website. We, of course, are not responsible or liable for the content or activity of any linked websites or links to other websites operated by third parties. We recommend consulting their privacy policies to determine how they collect and use information. Please note that this Privacy Policy applies only to the personal information that we collect or receive from third parties with your consent and we cannot be responsible for personal information that third parties may collect, store and use, including through their websites. You should always read the privacy policy of each website you visit carefully.

Changes to this Privacy Policy

We may amend this Privacy Policy from time to time as we add new services, as we improve our current offerings, and as technologies change. If we make a change to this Privacy Policy this will be reflected in the above Last Update date. We encourage you to check back periodically to see if we have made any changes. If we make any material or substantive changes in this Privacy Policy, we will notify you by posting a clear and conspicuous notice of these changes on our website and in this Privacy Policy.

Access, correction and accountability

We strive to keep all personal information in our files complete, up-to-date and accurate.

You or a person authorized on your behalf has the right to request to see and obtain a copy of your personal information and to request changes or corrections to inaccurate or incomplete information.

If you have any questions or concerns with respect to your personal information or our information practices, you may contact our Privacy Officer at:



na@vr-travel.com

Privacy Officer

VR Canada Travel Ltd.

174 Spadina Avenue Suite 402

Toronto, Ontario

M5T 2C2

