



PassoinIndia Tours

Our Privacy Policy

PassoinIndia Tours, is committed to protect the privacy of personal information that you provide to us when using our web site. This Privacy Policy describes how we treat personal information received about you when you visit our website.

Privacy Policy Promise

While information is the cornerstone of our ability to provide superior service, our most important asset is our clients' trust. Keeping client information secure, and using it only as our clients would want us to, is a top priority for all of us at PassoinIndia Tours. Here then, is our promise to our individual customers:

- We will safeguard, according to strict standards of security and confidentiality, any information our customers share with us.
- We will limit the collection and use of customer information to the minimum we require to deliver superior service to our customers, which includes advising our customers about our products, services and other opportunities, and to administer our business.
- We will permit only authorized employees, who are trained in the proper handling of customer information, to have access to that information. Employees who violate our Privacy Promise will be subject to our normal disciplinary process.
- We will not reveal customer information to any external organization unless we have previously informed the customer in disclosures or agreements, or are required by law.
- We will always maintain control over the confidentiality of our customer information. We may, however, share customer information with reputable companies when a customer has expressed an interest in their service or product. Please note that this Privacy Policy does not apply to these other company's use of customer information.
- Whenever we hire other organizations to provide support services, we will require them to conform to our privacy standards and to allow us to audit them for compliance.
- We will attempt to keep customer files complete, up-to-date, and accurate. We will tell our customers how and where to conveniently access their information (except when we're prohibited by law) and how to notify us about errors which we will promptly correct.

What Information We Collect

We only collect information that is necessary to provide our travel services and to comply with legal obligations. This may include:

- Full name, email address, phone number, postal address
- Passport details and visa information
- Emergency contact details
- Travel preferences (e.g., food restrictions, mobility assistance)
- Payment and billing information
- Health or insurance information when relevant to travel arrangements



PassoinIndia Tours

Purpose of Collection:

- To make bookings and travel arrangements on your behalf
- To tailor our services to your needs and preferences
- To comply with legal or regulatory requirements
- To communicate updates, confirmations, and emergency notices

How We Collect Your Data

- Booking forms and inquiry submissions (online/offline)
- Direct communication (email, phone, in-person)
- Cookies and website analytics (based on your consent)
- Partner agencies or third-party platforms when you authorize sharing

Data Retention

We retain your personal data only for as long as necessary, any hard copies containing personal information are shredded once no longer needed to:

- Fulfill travel services and legal obligations
- Manage customer relations
- Comply with audit and tax requirements

We are committed to protecting your privacy and treating your data with care and respect.

Product information

To ensure that all product and price information provided by PassoinIndia Tours is transparent, accurate, and reliable, reflecting the company's commitment to honesty, quality, and sustainability.

PassoinIndia Tours is committed to providing clear, complete, and accurate information about all travel products, services, and experiences offered. This includes detailed descriptions of itineraries, accommodations, inclusions, exclusions, pricing, and sustainability practices.

We follow below steps and all the information available on our website and printed materials:

- All published information (in brochures, websites, quotations, or partner communications) must be factually correct and up to date.
- Prices must include all applicable taxes, surcharges, and fees, with clear indication of what is and isn't included in the cost.
- Descriptions of products and services must provide sufficient detail for travelers.
- Misleading or exaggerated claims are strictly prohibited.
- All product and price information will be reviewed regularly by the Product and Operations teams to ensure ongoing accuracy and compliance.
- Keep a contact person and a telephone number permanently available for emergency situations.



PassoinIndia Tours

- Inform clients about applicable legislation concerning the purchasing, sales, import and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination.

This policy is applicable to all PassoinIndia Tours offices, employees, and communication channels, ensuring that every client receives consistent, transparent, and trustworthy information.

Purpose and Scope

This policy outlines the principles and procedures followed by PassoinIndia Tours to ensure accurate product information, provide transparency regarding sustainable practices and ensure full compliance with the Consumer Protection Acts 1986 and 2019 by Government of India. It is applicable to all travel products and services offered by PassoinIndia Tours within India and for international clients engaging in Indian travel experiences.

Product Information Disclosure

PassoinIndia Tours is committed to providing clients with:

- Accurate and clear information about travel packages, inclusions/exclusions, accommodation categories, transport details, and activity descriptions.
- Information regarding any risks, limitations, or accessibility constraints of the products.
- Transparent pricing and refund/cancellation policies, communicated before the booking.

All product brochures, digital itineraries, and sales materials undergo internal review to ensure consistency and honesty in representations.

Consumer Protection and Legal Compliance

PassoinIndia Tours adheres strictly to the provisions of the following laws:

- Ensures truthful representation of products/services.
- Provide an internal consumer support system to address and resolve grievances effectively.
- To prioritize client interests at every stage of service delivery and are committed to safeguarding consumers against defective services, unfair trade practices, and misleading advertisements.
- Maintains a Customer Grievance Redressal Cell, accessible through email and phone, to address and resolve any disputes in a timely and fair manner.

Policy Monitoring and Review

- This policy is reviewed annually to ensure it aligns with evolving legal standards and sustainable tourism practices.
- Any changes to consumer protection laws or industry standards are incorporated promptly into our processes and staff training.



PassoinIndia Tours

Contact

For any queries, document requests, or complaints, please contact:

PassoinIndia Tours

Email: info@passoinindia.com

Phone: +91 9711821991

Address: F-7 (First Floor), Kalkaji, New Delhi – 110019, India

Child Protection and Anti-Exploitation Policy

At PassionIndia Tours, we are committed to responsible and ethical tourism that upholds the dignity, safety, and rights of all individuals, especially children and vulnerable persons. We recognize that sexual exploitation and abuse can occur anywhere, and the tourism industry has a vital role in preventing it. Our policy follows a strict zero-tolerance approach to any form of exploitation, abuse, or trafficking. This policy is reviewed annually to remain aligned with international best practices and evolving legal standards.