

MONTAVIA TRAVEL PRIVACY POLICY

Effective Date: 2026

Last Updated: 08/18/2026

At **Montavia Travel**, our clients are our highest priority. Client privacy is a fundamental principle of our business. We are committed to handling personal information with care, respect, transparency, and the highest level of responsibility reasonably available to us.

Montavia Travel operates as an international travel agency and aims to follow applicable privacy laws, including **Peru's Personal Data Protection Law No. 29733**, **Singapore's Personal Data Protection Act 2012**, and other privacy laws that may apply to our clients or services. **Singapore's PDPA** includes obligations relating to consent, protection, access, correction, retention, international transfers, and data breach management.

[pdpc.gov](<https://www.pdpc.gov.sg/-/media/files/pdpc/pdf-files/advisory-guidelines/ag-on-key-concepts/advisory-guidelines-on-key-concepts-in-the-pdpa-17-may-2022.pdf>)

1. Our Privacy Commitment

Client is King is one of **Montavia Travel's** core principles.

We believe that personal information belongs to the client. We do not sell, rent, trade, or use client information for unrelated commercial purposes.

We collect and use only the information reasonably necessary to respond to your enquiry or arrange the travel services you request.

We treat every client's personal information as confidential and take reasonable steps to protect it from unauthorized access, misuse, loss, alteration, or disclosure.

2. Information We May Receive

When you contact us or request travel services, you may provide your name, contact details, travel dates, destination, passport or identity-document information, visa information, booking requirements, payment information, and special travel requirements.

We ask clients to provide only information necessary for their travel arrangements.

Please do not send unnecessary passport copies, complete payment-card details, passwords, or other highly sensitive information through ordinary email or messaging applications.

3. No Cookies or Tracking

Montavia Travel does not use cookies, advertising cookies, analytics cookies, tracking pixels, or similar technologies on its website.

We do not use cookies or tracking technologies to identify, profile, monitor, or target visitors.

Third party platforms used for communication, payments, bookings, hosting, social media, or other services may use their own technologies under their own privacy policies.

4. No Sale of Personal Information

Montavia Travel does not sell, rent, trade, lease, or exchange personal information.

We do not provide client information to third parties for independent marketing or advertising purposes.

5. Limited Use of Information

We may use information only when reasonably necessary to:

Respond to enquiries and prepare quotations.

Arrange and manage requested travel services.

Communicate booking confirmations, changes, reminders, and travel information.

Process payments through the relevant payment provider.

Coordinate with airlines, hotels, tour operators, transportation companies, insurers, visa providers, and other necessary travel suppliers.

Meet immigration, security, legal, tax, regulatory, or government requirements.

Prevent fraud and protect the security of clients and our business.

We do not use client information for purposes unrelated to the service requested unless permitted by law or authorized by the client.

6. Sharing with Travel Suppliers

Travel services often require information to be shared with airlines, hotels, tour operators, transport providers, insurers, visa providers, payment companies, booking platforms, or government authorities.

We share only the information reasonably necessary for the relevant service.

Some suppliers may be located outside your country, including in Peru, Singapore, or other countries. These suppliers may handle information under their own privacy policies and legal obligations.

7. No Permanent Storage by Montavia Travel

Montavia Travel does not maintain a permanent customer database or intentionally store personal information on its own website.

Information may be temporarily handled only as necessary to respond to your enquiry or arrange the requested service.

However, third party providers such as airlines, hotels, payment processors, email services, messaging platforms, booking systems, and government authorities may retain information according to their own policies and legal requirements.

If the law requires Montavia Travel to keep a record, we will retain only the minimum information required and only for the legally required period.

8. Payment Protection

Montavia Travel does not store complete payment-card numbers, card security codes, online banking passwords, or payment authentication passwords.

Payments are processed by the applicable payment provider. That provider is responsible for handling payment information under its own privacy policy, security requirements, and legal obligations.

9. Sensitive Information

Some travel arrangements may require health, accessibility, dietary, religious, or other sensitive information.

We will request and use sensitive information only when necessary to provide the requested travel service, legally permitted, and appropriately authorized.

We will treat sensitive information with additional care and will not use it for unrelated purposes.

10. International Privacy Standards

Montavia Travel aims to apply internationally recognized privacy principles, including fairness, transparency, purpose limitation, data minimization, accuracy, security, limited retention, confidentiality, and accountability.

Where applicable, we aim to comply with Peru's Personal Data Protection Law No. 29733 and its regulations, Singapore's Personal Data Protection Act 2012, and other mandatory privacy laws that apply to our clients or services.

11. Your Privacy Rights

Subject to applicable law, you may ask us to:

Confirm whether we handle your personal information.

Explain how your information is used or shared.

Provide access to personal information held by us.

Correct inaccurate information.

Delete information held by us where legally permitted.

Stop sending marketing communications.

Withdraw consent where consent is the legal basis for processing.

Where **Peruvian law applies**, these rights may include the applicable **ARCO** rights under Law **No. 29733** and its regulations.

Where **Singapore's PDPA** applies, you may have rights to request access to personal information held by us and correction of inaccurate information, subject to legal exceptions.

Because **Montavia Travel** does not permanently store client information on its own systems, we may be unable to provide information that we no longer possess.

12. Security Incidents

Montavia Travel takes privacy and security seriously.

If we become aware of a security incident involving personal information under our control, we will take reasonable steps to investigate, contain, correct, and prevent further harm.

Where notification is required by applicable law, we will notify the relevant authority and affected individuals within the required time.

13. Children's Privacy

Our services are intended for adults or individuals acting with authorization from a parent, guardian, or legally authorized representative.

When information about a child is required for a booking, it will be used only to arrange the requested travel service and handled according to applicable law.

14. Marketing

Montavia Travel does not sell client information or provide it to third parties for marketing.

If we send Montavia Travel promotional messages, you may request that we stop sending them at any time.

Service communications necessary for your booking, such as confirmations, payment notices, schedule changes, and travel reminders, may still be sent.

15. Changes to This Policy

We may update this Privacy Policy when our services, technology, business practices, or legal obligations change.

The latest version will be published with the updated date shown at the beginning of the policy.

16. Contact Us

Montavia Travel

Legal Business Name: [Insert legal business name]

RUC or Registration Number: [Insert number]

Email: [Insert official email address]

Telephone: [Insert telephone number]

Address: [Insert business address]

Privacy Contact: [Insert privacy contact or department]

For privacy questions or requests, please contact us using the details above.

Please provide sufficient information for us to understand your request and verify your identity.

Our promise is simple:

Client is King.

Your trust is extremely important to us. We will handle your personal information respectfully, responsibly, confidentially, and only for legitimate travel or legal purposes.