Royal Mountain Travel — Customer Privacy Policy

1. Who we are and what this policy covers

Royal Mountain Travel ("we", "us", "our") collects only the personal information needed to plan, book and deliver your trip safely, and we never sell it. This policy explains what we collect, why, who we share it with, and the choices you have.

It applies to everyone who enquires with us, books a trip, travels with us, subscribes to our updates or uses our website, whether you book directly or through an agent or partner.

We are the data controller for your information. We handle it in line with Nepal's Individual Privacy Act, 2075 (2018) and its regulations. Where we serve travellers in the European Union or United Kingdom, we also apply the General Data Protection Regulation (GDPR) and UK GDPR.

2. Information we collect

We collect information you give us, information created while you travel with us, and limited technical data from our website.

Category	Examples	When we collect it
Identity	Full name, date of birth, gender, nationality	Enquiry and booking
Travel documents	Passport number and copy, visa details, passport-size photos	Booking, for permits and hotel registration
Contact	Email, phone, postal address, emergency contact	Enquiry and booking
Health and fitness	Medical conditions, allergies, medication, fitness level, mobility needs	Booking and pre-trip forms, for trekking and adventure trips
Dietary and religious needs	Dietary restrictions or preferences	Booking

Category	Examples	When we collect it
Payment	Billing details and transaction records (card numbers are handled by our payment provider)	Payment
Insurance	Insurer name, policy number, evacuation cover	Before departure
Trip details	Itinerary, flights, room preferences, feedback, photos you share	Before, during and after your trip
Website and device	IP address, browser type, pages visited, cookie identifiers	When you use our website

Health information and, in some cases, religious beliefs are sensitive. We collect them only with your explicit consent, or where needed to protect your life or safety in an emergency.

If you book for other travellers, please make sure they agree to you sharing their details with us and have seen this policy.

3. How we use your information

We use your information to run your trip, keep you safe, meet legal duties and, only if you agree, to send you marketing.

Purpose	Legal basis
Answer enquiries, prepare quotes and itineraries	Steps before a contract, at your request
Book flights, hotels, guides, transport and activities	Performance of our contract with you
Obtain trekking permits, park entry and TIMS cards from Nepali authorities	Legal obligation and contract
Plan for medical needs, altitude risk and emergency evacuation	Explicit consent; vital interests in an emergency
Take payments, issue invoices, keep accounting and tax records	Contract and legal obligation
Contact you about your booking and changes to it	Contract

Purpose	Legal basis
Handle feedback, complaints and insurance claims	Legitimate interests
Improve our trips and website, prevent fraud	Legitimate interests
Send newsletters and offers	Consent, which you can withdraw at any time

We do not make decisions about you based solely on automated processing.

4. Who we share it with

We share only what each party needs to deliver your trip or meet the law. We never sell or rent your information.

- **Travel suppliers:** airlines, hotels, lodges, homestays, transport operators, guides and activity providers.
- **Government authorities:** immigration, the Nepal Tourism Board, national park and conservation area offices, and police, for permits and registration.
- **Partner operators:** trusted ground handlers when your trip includes Bhutan, Tibet, India or other destinations.
- **Emergency services:** hospitals, rescue and helicopter evacuation providers, and your insurer, if you fall ill or are injured.
- **Service providers:** payment processors, booking and email systems, cloud hosting and IT support, under contracts that require them to protect your data.
- **Professional advisers and authorities:** lawyers, auditors, regulators or courts, where required by law or to defend legal claims.
- **Agents:** the travel agent or partner you booked through, so they can manage your booking.

International transfers

Your trip and our systems mean your information may be stored or used outside the country where you live, including in Nepal and in countries where our suppliers and service providers operate. Where we transfer data from the EU or UK, we use appropriate safeguards such as standard contractual clauses, or rely on transfers that are necessary to deliver the trip you booked.

5. How long we keep it and how we protect it

We keep your information only as long as we need it, then delete or anonymise it.

Information	Retention period
Booking, payment and invoice records	3 years after your trip
Passport copies and health information	Deleted right after your departure
Marketing preferences	Until you unsubscribe

We protect your information with access limited to staff who need it, password-protected and encrypted systems, secure payment processing, and confidentiality duties for staff, guides and suppliers. No system is completely secure. If a breach is likely to put you at risk, we will tell you and the relevant authorities as the law requires.

6. Your rights

You can ask us at any time to see, correct or delete your information, and we will reply within 30 days.

Depending on the law that applies to you, you have the right to:

- access a copy of the information we hold about you;
- correct information that is wrong or incomplete;
- ask us to delete your information where we no longer need it;
- object to, or ask us to limit, how we use it;
- receive your information in a portable format;
- withdraw consent at any time, including for marketing and health information;
- complain to a data protection authority.

To use any of these rights, contact us. We may ask you to confirm your identity first. Some requests may affect our ability to deliver your trip; for example, we cannot obtain permits without your passport details.

7. Cookies, marketing, children and other websites

Cookies. Our website uses essential cookies to work properly and, with your consent, analytics and marketing cookies to understand how it is used. You can change your choices through our cookie banner or your browser settings.

Marketing. We send newsletters and offers only if you opt in. Every message includes an unsubscribe link, and you can also email us to stop them.

Children. We collect information about travellers under 18 only from a parent or guardian, and only what we need for the trip.

Photos. We will ask your permission before using any photo or story of you in our marketing.

Other websites. Our website may link to sites we do not control. Their privacy practices are their own, so please read their policies.