

PRIVACY POLICY

Touropia LLC

Effective Date: 30.06.2026

1. Introduction

Touropia LLC (hereinafter referred to as the "**Company**", "**we**", "**our**") is a tour operator providing tourism services within the Republic of Uzbekistan, including tour packages, accommodation arrangements, transportation, excursions, cultural experiences, and related travel services.

The Company respects the privacy of its customers, partners, and website visitors and is committed to protecting personal information.

This Privacy Policy explains how we collect, process, use, store, and protect personal data provided by customers through our website, booking forms, communication channels, and during the provision of tourism services.

This Privacy Policy is prepared in accordance with applicable legislation of the Republic of Uzbekistan regarding personal data protection.

By accessing our website, submitting information, making a booking, or using our services, you acknowledge that you have read and accepted this Privacy Policy.

2. Information We Collect

The Company may collect the following categories of personal information:

2.1 Identification Information

Depending on the service requested, we may collect:

- Full name;
- Date of birth;
- Gender;
- Nationality;
- Passport information;
- Passport number;
- Passport issue and expiry dates;
- Visa-related information;
- Citizenship information.

2.2 Contact Information

We may collect:

- Telephone number;
 - Email address;
 - Residential address;
 - Emergency contact details.
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2.3 Travel and Booking Information

For providing tourism services, we may collect:

- Selected tour package;
 - Travel dates;
 - Number of travelers;
 - Arrival and departure details;
 - Flight information;
 - Accommodation preferences;
 - Dietary requirements;
 - Special requests;
 - Accessibility requirements.
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2.4 Payment Information

When customers make payments through our website:

- Payment transactions may be processed through third-party payment providers;
- The Company does not store complete bank card numbers, CVV codes, or other sensitive card information.

Payment processing is performed through secure payment systems.

3. Purpose of Personal Data Processing

The Company processes personal information for the following purposes:

- Managing tour bookings;
- Providing tourism services;
- Preparing travel documents;
- Arranging accommodation;
- Organizing transportation;
- Providing tour guides and excursions;
- Supporting visa-related procedures;
- Communicating with customers;

- Sending booking confirmations and updates;
 - Processing payments;
 - Responding to customer inquiries;
 - Improving our services;
 - Preventing fraud and ensuring security;
 - Complying with legal obligations.
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4. Passport and Visa Information Processing

For international travelers, passport and visa information may be required to provide tourism services.

The Company may use passport information for:

- Hotel registration;
- Visa support services;
- Government registration requirements;
- Transportation arrangements;
- Border and immigration-related procedures where applicable.

The Company collects only information necessary for providing the requested services.

Passport and visa information will not be used for purposes unrelated to travel services without customer consent, except where required by law.

5. Sharing Personal Information With Third Parties

To provide tourism services, the Company may share necessary personal information with trusted partners, including:

Accommodation Providers

Such as:

- Hotels;
- Guest houses;
- Resorts;
- Other accommodation providers.

Information shared may include:

- Name;
 - Passport information (where required by law);
 - Stay dates;
 - Booking details.
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Transportation Providers

Including:

- Airlines;
- Rail companies;
- Transfer companies;
- Drivers;
- Transport operators.

Information may include:

- Passenger names;
- Travel schedules;
- Contact information.

Tour Guides and Service Providers

The Company may provide necessary information to:

- Licensed tour guides;
- Local service providers;
- Cultural sites or activity organizers.

Only information required to deliver the service will be shared.

Government Authorities

The Company may disclose personal information when required by:

- Laws of the Republic of Uzbekistan;
- Government authorities;
- Regulatory institutions;
- Official requests from competent authorities.

6. International Transfer of Personal Data

Because the Company provides international tourism services, personal information may be transferred to service providers outside the Republic of Uzbekistan, including:

- International hotels;
- Foreign travel partners;
- Airlines;
- Visa-related service providers.

The Company takes reasonable measures to ensure that personal information is handled securely.

7. Payment Security

Payments made through the Company's website may be processed through secure payment platforms.

The Company:

- Does not store full payment card details;
- Does not access confidential banking information;
- Uses payment providers that apply security standards.

Customers should review the privacy policies of payment providers used during transactions.

8. Website Cookies and Analytics

The Company's website may use cookies and similar technologies to:

- Improve website performance;
- Remember user preferences;
- Analyze website traffic;
- Improve customer experience;
- Understand visitor behavior.

Users may manage or disable cookies through browser settings.

9. Marketing Communications

With customer consent, the Company may use contact information to send:

- Special offers;
- New tour announcements;
- Travel updates;
- Promotional materials.

Customers may unsubscribe from marketing communications at any time.

10. Photo and Video Consent

During tours and events, photos and videos may be taken for:

- Marketing purposes;
- Website content;
- Social media;
- Promotional materials.

By participating in Company-organized tours, customers acknowledge that general photos/videos may be created.

The Company will not intentionally publish identifiable personal images without appropriate consent where required.

Customers may contact the Company regarding removal requests.

11. Data Security

The Company applies appropriate technical and organizational measures to protect personal information against:

- Unauthorized access;
- Loss;
- Disclosure;
- Alteration;
- Illegal processing.

Access to customer information is limited to employees and partners who require such information to provide services.

12. Personal Data Retention

The Company stores personal information only for the period necessary to:

- Provide tourism services;
- Fulfill contractual obligations;
- Maintain business records;
- Comply with legal requirements.

After the retention period expires, information will be securely deleted or anonymized.

13. Customer Rights

Customers have the right to:

- Request information about their personal data;
- Request correction of incorrect information;
- Request deletion of personal data where legally permitted;
- Withdraw consent for optional processing;
- Ask questions regarding data processing.

Requests may be submitted using the contact details below.

14. Confidentiality of Customer Information

The Company does not sell, rent, or trade customer personal information.

Customer information is used only for:

- Providing requested tourism services;
- Business operations;
- Legal compliance.

15. Third-Party Websites

The Company's website may contain links to third-party websites, including:

- Hotels;
- Payment providers;
- Travel partners;
- Social media platforms.

The Company is not responsible for the privacy practices of third-party websites.

Customers should review their respective privacy policies.

16. Refunds and Service Cancellation Information

Personal information may be processed for:

- Cancellation requests;
- Refund processing;
- Dispute resolution;
- Communication with payment providers.

Refunds are processed according to the Company's Terms and Conditions and applicable agreements.

17. Updates to This Privacy Policy

The Company may update this Privacy Policy from time to time.

The latest version will always be published on:

Website: touropia.uz

The updated date will be shown at the top of the document.

18. Contact Information

Company Name: Touropia LLC

Legal Address: Uzbekistan, Tashkent, Yunusabad, Adolat 28/12

Phone: +998906823300

Email: akbar.mukarov@gmail.com

Website: touropia.uz

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