

New Wave Travel Privacy Protection Policy

We at **New Wave Travel** are in the business to provide travel services to corporations and individuals.

The purpose of this Privacy Protection is to protect an individual's rights by keeping certain information secure and by regulating its use, so that it may be used only for the purpose for which it was given or collected. To further this goal, Privacy Protection laws also limit the time that personal information may be kept and must be destroyed once it is no longer needed for the purpose it was collected.

However, be assured that **New Wave Travel** will not disclose personal information (as defined herein) to third parties without your consent except as may be noted in this Privacy Policy or disclosed to you when information is submitted.

How does New Wave Travel Collect Information

We collect information in the form of traveller profiles, which consist of full name and contact number as well as information pertinent to each traveller's preferences, including (but not limited to) meal requests, seat selection, credit card number(s), passport numbers and expiration date, preferred language of correspondence, preferred place of correspondence, birth date, frequent flyer/hotel/car rental programs and membership numbers. This information is stored in our client database.

Travel Arranger Information

When/if someone other than yourself is accompanying you on travel purchased through us, or you are arranging travel solely on behalf of another, we may collect certain information on that individual. This information would consist of (but not limited to) meal requests, seat selection, credit card number(s), passport numbers and expiration date, preferred language of correspondence, preferred place of correspondence, birth date, frequent flyer/hotel/car rental programs and membership numbers. You should obtain consent of the individual(s) you are arranging travel for prior to providing us with their travel preferences. Their information will also be stored in our database.

Surveys and/or Contests

From time to time **New Wave Travel** requests information from you via surveys or contests. Participation in these surveys or contests is completely voluntary and the user therefore has a choice whether or not to disclose this information. The requested information typically includes contact information (such as shipping address), and demographic information (such as postal code). Contact information will be used (shared with survey/contest sponsors) to notify the winners and award prizes. Anonymous survey information will be used for purposes of monitoring or improving the use and satisfaction of topic in question. Users' personally identifiable information is not shared with third parties unless we give prior notice and choice. Though we may use an intermediary to conduct these surveys or contests, they may not use user's identifiable information for secondary purposes.

When does New Wave Travel Dispose of Your Personal Information

New Wave Travel disposes of your personal information after 2 years of you no longer being a client of **New Wave Travel** or at your request.

Limit Collection, Use, Disclosure and Retention

New Wave Travel only collects information that is required for the purpose of providing travel services to your family/staff members. Updated information on existing files is obtained from time to time from you for our files. **New Wave Travel** does not collect, use or disclose information for any other purpose unless the corporation(s)/individual(s) has/have consented for that purpose.

New Wave Travel retains all information of existing clients for the time of them being a client of our agency. Once you are no longer a client and we have not secured travel arrangements for you or your family/staff members for a period of 2 years (or at your request) we will destroy all existing information on you or your family/staff members. If you contact us to retain our services after this time period has

expired we would start fresh in obtaining your information using the same policy principles that are outlined in this policy.

Accuracy

New Wave Travel endeavours to maintain all information as up-to-date as possible. This is carried out through regular communication via telephone, fax, mail, and email.

Access to Information

New Wave Travel allows existing and potential clients to obtain access to their own information upon request. They may request a copy of all information **New Wave Travel** holds either in our database or paper form. **New Wave Travel** will correct any information found by our clients to be incorrect upon receipt of documentation that expresses the true nature of any discrepancies. There are no costs or charges associated with the correcting/updating or modifying of information in our client's files.

Use of Appropriate Security Measures

New Wave Travel's management and employees are made aware, verbally and in writing of our Privacy Protection Policy with regard to the compliance of the Policy Act.

New Wave Travel's security policy regarding clients records include:

Physical Measures - **New Wave Travel's** office is located in a secure building where after hours access is restricted. The office has two entrance doors which are locked after hours.

Technological Tools - **New Wave Travel's** computers are password protected and all financial records are secure. **New Wave Travel's** computer system is firewall protected.

Organizational Controls - **New Wave Travel's** management and staff are trained and made aware of the provisions of the Privacy Act, along with **New Wave Travel** Privacy Protection Policy, including our web Privacy Policy.

This statement discloses the privacy practices of **New Wave Travel**. Because this web site wants to demonstrate its commitment to your privacy, it has created this policy to disclose its privacy practices including disclosure of:

What personally identifiable information is collected from you through this web site.

1. The organizations collecting the information.
2. With whom the information may be shared.
3. How the information is used.
4. What choices are available to you regarding collection, use, and distribution of the information.
5. The kind of security procedures that are in place to protect the loss, misuse, or alteration of information under the Agency's control.
6. How you can correct any inaccuracies in the information.

If you feel that this company is not abiding by its posted privacy policy, you should contact privacy@newwavetravel.net.

Information Collection and Use

We do not collect information about you while browsing the site. Only if you choose to give it to us will we have access to any of your personal information. **New Wave Travel** is the sole owner of the information collected on this site. We will not release, sell, share, or rent this information to others in ways different from that which is disclosed in this or their statement.

Cookies

The agency collects information from our users at different points on our website. A cookie is a piece of data stored in the users hard drive containing information about the user. Many websites, including this one, use cookie technology to help our customers navigate more efficiently. From time to time our site will request the cookie from your browser so that we can retrieve the stored information. Knowing how you use the site enables us to better tailor our content and services to most effectively suit your needs. For instance, by setting a cookie on our site, the user would not have to log in a password more than once, thereby saving time while on our site. Once the user closes the site the cookie terminates. If the user rejects our cookie, they may still use our site. Usage of a cookie is in no way linked to any personally identifiable information while on our site.

Some of our business partners (such as advertisers) may use cookies on our site. However, we have no access to or control of these cookies. With most browsers, a user can set the preferences to show a warning each time a cookie request is encountered and also set the browser not to accept the cookies at all. However, to make visiting our site as easy and convenient as possible, we suggest you allow your browser to accept cookies.

Booking and Purchase

Our site uses an order form for customers to reserve and purchase travel services. We collect your contact information and demographic information. We will share information about you and your purchase with the airline, hotel, cruise line, tour operator, insurance supplier, or other service provider involved. We will only provide such information as is necessary to complete your requested transaction. A valid credit card is required to complete any booking or transaction. All transactional data will remain on file at **New Wave Travel**.

Any transactions processed through these suppliers are considered third party booking components subject to the liabilities and warranties of the provider and **New Wave Travel** does not accept any liability in respect thereof.

Contest and Surveys

We may run contests and surveys on our site from time to time in which we ask visitors for contact information (like their email address, telephone number) and demographic information (address, postal code) and may request further travel purchase intentions and past travel history. Participation in these contests and surveys is completely voluntary. We use this contact information to send individuals information of possible interest to them, including promotional offers from our partners. We will also use contact information to notify winners of contests and award prizes, as well as to monitor and improve the use and satisfaction of this site. Out of respect for the privacy of users we present the option not to receive these types of communications.

Links

This web site contains links to other sites. Please be aware that this privacy statement applies solely to the information collected by this web site and **New Wave Travel** is not responsible for the privacy practices of such other sites. We encourage our users to be aware of this when they leave our site to visit another and to read the privacy statements of each and every web site they visit which collects personally identifiable information.

Security

We take every precaution to protect the information of our users. When users submit sensitive information via the web site, their information is protected online and off-line. When our registration/booking form asks you to enter sensitive information (such as credit card number, passport number) that information is encrypted and is protected by a bank approved encryption process. This technology provides the advanced encryption necessary to protect information transmitted between your computer and our server. Encryption simply means that your information is converted to code before it is dispatched over the internet.

Advertisements

Our advertising partners develop the advertisements which appear on this web site. In the course of making these ads available to you, our partners may collect certain non-personally identifiable information about you. This information is used to contact you to deliver information that maybe of interest to you.

Choices/Opt-Out

Our site provides users the opportunity to opt-out of receiving communications from us at the point where we request information about the visitor. This site gives users the following options for removing their information from our database.

You can email to privacy@newwavetravel.net

You can send mail to the following postal address (please specify your email address in your correspondence to us):

New Wave Travel
1075 Bay Street
Toronto, Ontario
M5S 2B1

You can call the following telephone number 416 928 3113