

## PRIVACY POLICY

This privacy policy (“**Policy**”) describes what personal information is collected, used and disclosed (“**Processed**”) by The Destination: Travel Group Inc. (“**DTGI**”) in the course of providing our professional services (“**Services**”). This Policy applies to any interactions we have with you on our website, when you call us on the phone or email us or when you deliver personal information to us by mail, courier or in person. In this Policy, “we” and “our” means and refers to DTGI, and “you” and “your” means or refers to any person who visits our website, calls us, emails us or delivers personal information to us.

Your personal information will be Processed by us in accordance with the *Personal Information Protection and Electronic Documents Act* (PIPEDA).

### 1. Collection of Your Personal Information

By personal information, we mean information about an identifiable individual. The personal information we may collect from a person when they create an account or contact us to use our Services may include, but is not limited to, the individual’s:

- name
- date of birth
- Canadian address
- email address
- phone number
- credit card account information
- medical history
- named beneficiary and their relationship to the individual
- passport number
- account username and password

In order to provide you our Services, we may also collect other, non-personal information (“**Other Information**”) from you such as:

- travel plans and details
- immigration or citizenship status
- educational institution attended
- your physician’s name and contact details

Note: In Canada, personal information generally does not include business information such as a person’s professional title or their business contact information. However, for our European customers, business contact information may be considered personal information. For more information about this, please contact our Privacy Officer as described below.

### 2. Use of Your Personal Information

We will use your personal information to give you access to your account, provide you with our Services, send you invoices, facilitate the processing of payment for Services, respond to your inquiries and administer our website.

Personal information will be retained as long as it is required for the identified purposes and, thereafter, for a further period as determined by applicable law. We will act in accordance with PIPEDA to dispose of your personal information from our records when it is no longer required.

### **3. Disclosure**

We may disclose personal information to third parties that provide services or products to us, such as software and computer service consultants, insurance companies or underwriters, claims assistance companies, insurance agents and those that facilitate payments. These third party service providers may be outside of Canada and are only given the information they need to perform their specific functions. These third party service providers must also agree to protect your personal information in accordance with applicable privacy laws. We do not authorize any third party service providers to use your personal information for their own purposes. In addition to the disclosures reasonably necessary for the purposes identified above, we may disclose your personal information to the extent that it is permitted or required to do so by law.

We do not sell your personal information.

### **4. Website Use**

When you visit our website, we may collect your IP address. We may also collect non-personal information from you with the use of cookies. A cookie is a small text file that a website places on your computer that allows the website server to gather your browsing activities and non-identifying demographic information.

We may use Google Analytics and other analytics vendors to help analyze how visitors use our website, such as volume, traffic patterns, and related website information, but these statistics will include no personally identifiable information.

This website may contain links to other websites which are not owned or controlled by us. We are not responsible for the privacy policies or practices of any third party and you should use caution when accessing these other sites.

### **5. Email Communication**

We may email you marketing communications regarding our products and Services from time to time. We will only use your email address for these purposes with your consent. Should you wish to withdraw your consent for email communications, please contact us or click the unsubscribe button at the bottom of the email communication.

### **6. Securing Your Personal Information**

We take reasonable technical and organizational precautions to protect the personal information in our custody against loss, unauthorized access or use, modification and disclosure.

In general, information transmitted through the Internet may not be perfectly secure, and we are unable to guarantee the security of your personal information. However, we exercise great care to protect your personal information on our website. This includes, among other things, using industry standard techniques such as firewalls, encryption, intrusion detection and website monitoring. We store all the personal information you provide us on secure servers or in locked cabinets on secure premises.

## **7. Access to Personal Information**

You have certain rights to access, update and correct the personal information we have collected from you. If you wish to access the personal information we have about you or believe that any personal information we have about you is incorrect or incomplete, please contact us.

## **8. Updates to the Policy**

We may update this Policy from time to time by posting a new version on this website. You should check this page occasionally to ensure you are familiar with any changes.

### **Contact Us**

If you have any questions about this Policy, please contact:

Privacy Officer  
The Destination: Travel Group Inc.  
307 - 211 Consumers Road  
Toronto, ON M2J 4G8  
Phone: 416-499-1900  
Email: [privacy@desttravel.com](mailto:privacy@desttravel.com)