PRIVACY POLICY

The Travel Company LLC (trading as TravelCart.co)

Last Updated: May 2026

Data Controller:	The Travel Company LLC (trading as TravelCart.co)
Website:	travelcart.co
Contact Email:	contact@travelcart.co
Registered Address:	Sharjah Media City, Sharjah, UAE
Effective Date:	May 2026

1. Introduction

The Travel Company LLC, trading as TravelCart under website (https://travelcart.co) 'site' ("we," "us," or "our"), is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, share, and protect your personal data when you visit travelcart.co or use our services.

By accessing our website and services, you acknowledge that you have read and understood this Privacy Policy.

2. Who We Are

TravelCart is an online marketplace distribution platform operated by The Travel Company LLC, specialising in airport ancillary services including but not limited to:

- Meet and assist services
- Fast track immigration and security access
- Chauffeur and airport transfer services
- Travel eSIM connectivity
- Travel agency and partner distribution

3. What Personal Data We Collect

3.1 Data You Provide Directly

- Full name, email address, and phone number
- Travel document details (where required)

- Flight details including airline, flight number, date, and time
- Airport and destination information
- Payment and billing information
- Company details (for agency and partner accounts only)
- Special requirements or preferences

3.2 Data Collected Automatically

- IP address and device identifiers
- Browser type, version, and operating system
- Pages visited, time on site, and navigation paths
- Cookie and tracking data (see Section 9)
- Approximate location based on IP address

3.3 Data From Third Parties

- Booking information from travel agency or distribution partners
- Payment verification data from payment processors
- Analytics data from platforms such as Google Analytics

4. How We Use Your Personal Data

We process your personal data for the following purposes:

Purpose	Legal Basis	Processes
Processing and fulfilling bookings	Performance of a contract	Confirming reservations with service providers
Account creation and management	Performance of a contract	Account registration, login, booking history
Payment processing	Performance of a contract	Secure payment via third-party gateways
Customer support	Legitimate interests	Responding to enquiries and complaints
Booking confirmations and updates	Performance of a contract	Email confirmations, amendments, reminders
Platform and service improvement	Legitimate interests	Analytics, user behaviour, A/B testing
Marketing communications	Consent	Newsletters, promotions, service updates
Fraud prevention and security	Legitimate interests / Legal obligation	Detecting suspicious activity
Legal and regulatory compliance	Legal obligation	Tax records, regulatory reporting
Partner and agency management	Performance of a contract	Onboarding, invoicing, rate management

5. How We Share Your Personal Data

We do not sell your personal data. We share only the following data with suppliers as part of booking confirmation process. only in these circumstances:

5.1 Airport Service Suppliers

We share your name, flight details, and service requirements with the airport service provider to fulfill your booking.

5.2 Payment Processors

Payment information is handled by third-party payment gateways compliant with PCI DSS standards. TravelCart does not store full card details.

TravelCart.co (https://travelcart.co) will not pass any debit/credit card details to third parties.

5.3 Travel Agency and Distribution Partners

Where a booking is made through a partner, we share booking confirmation details to facilitate fulfillment.

5.4 Technology and Service Providers

We use trusted third parties for hosting, email, CRM, and analytics. All are contractually bound to process data on our instructions only.

5.5 Legal and Regulatory Authorities

We may disclose data where required by law, court order, or regulatory process.

5.6 Business Transfers

In the event of a merger or acquisition, personal data may be transferred subject to equivalent privacy protections.

6. International Data Transfers

TravelCart operates globally and your data may be processed in countries outside your country of residence. We implement appropriate safeguards including Standard Contractual Clauses, adequacy decisions, and data processing agreements with all recipients.

7. Data Retention

All credit/debit cards details and personally identifiable information will NOT be stored, sold, shared, rented or leased to any third parties

We retain personal data only as long as necessary. Our standard retention periods are:

Data Type	Retention Period
Booking and transaction records	7 years (legal and tax compliance)
Account information	Duration of account + 2 years after closure
Customer support communications	3 years from date of interaction
Marketing consent records	Until withdrawn + 1 year
Website analytics data	Up to 26 months
Partner agreement records	7 years from contract expiry
Payment transaction records	7 years (financial compliance)

8. Your Rights

Depending on your location and applicable law, you may have the following rights:

- Right of Access — request a copy of personal data we hold about you
- Right to Rectification — request correction of inaccurate data
- Right to Erasure — request deletion of your data in certain circumstances
- Right to Restrict Processing — request we limit how we use your data
- Right to Data Portability — receive your data in a structured, machine-readable format
- Right to Object — object to processing based on legitimate interests or for direct marketing
- Right to Withdraw Consent — withdraw consent at any time where processing is consent-based
- Right to Lodge a Complaint — complain to your local data protection authority

To exercise any of these rights, contact us at contact@travelcart.co. We will respond within thirty (30) days.

9. Cookies and Tracking Technologies

9.1 Types of Cookies We Use

- Strictly Necessary Cookies — essential for website function. Cannot be disabled.
- Performance and Analytics Cookies — help us understand how visitors use the website (e.g. Google Analytics).
- Functional Cookies — remember your preferences and settings.
- Marketing Cookies — deliver relevant content and track campaign performance. Used only with consent.

9.2 Managing Cookies

You can manage cookies through your browser settings or our cookie consent tool. Disabling certain cookies may affect website functionality.

10. Data Security

We implement appropriate technical and organisational security measures including:

- SSL/TLS encryption for all data transmitted through the website
- Secure servers and strict access controls
- Regular security assessments and vulnerability monitoring
- Restricted staff access on a need-to-know basis
- Contractual security requirements with all data processors
- Data breach incident response procedures

While we take all reasonable precautions, no method of internet transmission is completely secure. We will notify you of any breach that affects your rights in accordance with applicable law.

11. Children’s Privacy

Our services are not directed at individuals under 18. We do not knowingly collect data from children. If you believe we hold data about a child, contact us at contact@travelcart.co and we will delete it promptly.

12. Third-Party Websites

Our website may link to third-party websites. This Privacy Policy does not apply to those sites. We are not responsible for their privacy practices and encourage you to read their respective policies.

13. Marketing Communications

With your consent, we may send marketing communications. You may opt out at any time by:

- Clicking the “Unsubscribe” link in any marketing email
- Contacting us at contact@travelcart.co
- Updating your preferences in your account settings

Opting out of marketing will not affect transactional communications related to your bookings.

14. Changes to This Privacy Policy

We may update this Privacy Policy at any time. We will update the “Last Updated” date and, where appropriate, notify you by email or via a notice on our website. Your continued use of our services after any update constitutes your acceptance of the revised policy.

15. Contact Us

For questions, concerns, or data requests regarding this Privacy Policy:

Company Name:	The Travel Company LLC (trading as TravelCart.co)
Website:	https://travelcart.co
Privacy Enquiries:	contact@travelcart.co
Registered Address:	Sharjah Media City, Sharjah, UAE

This Privacy Policy was prepared for The Travel Company LLC (trading as TravelCart.co) and is intended for publication on travelcart.co.

© 2026 The Travel Company LLC. All rights reserved.