



www.yourcarnivalcurated.com • yourcarnivalcurated@gmail.com

Privacy Policy

Carnival Curated (“we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and protect the personal information you provide when visiting our website (www.yourcarnivalcurated.com) or using our services. By accessing our website or services, you agree to the terms outlined below.

1. Information We Collect

We collect information to provide, improve, and personalize your experience with Carnival Curated. This includes:

- **Personal Information:** Name, email address, phone number, password, communications and billing information, comments, feedback, product reviews, recommendations, and your personal profile when you create an account, purchase services, or contact us.
- **Travel Information:** Preferences, travel details, accommodation, and itinerary requirements for booking services.
- **Payment Information:** Credit/debit card details or other payment methods provided during checkout.
- **Automatically Collected Data:** Internet protocol (IP) address, used to connect your computer to the Internet, browser type, and website activity (via cookies or similar tracking technologies). We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page.

2. How We Use Your Information

We use your information for the following purposes:

- To provide and personalize our concierge services, e-commerce store, and educational resources.
- To process transactions, bookings, and payments securely.
- To provide our Users with ongoing customer assistance and technical support
- To communicate with you about updates, promotions, and service-related messages.
- To improve our website and services based on user preferences and feedback.
- To comply with legal obligations or resolve disputes.
- To create aggregated statistical data and other aggregated and/or inferred Nonpersonal Information, which we or our business partners may use to provide and improve our respective services



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3. Where Your Information is Stored

Our website is hosted via **Hostinger**, and uses a **PHP Laravel** framework. Any data you provide will be securely stored on these platforms. Both platforms implement stringent security and encryption protocols to protect your information.

4. How We Protect Your Information

We implement robust security measures to protect your personal data, including:

- **SSL Encryption:** Ensures secure data transmission across our website.
- **PCI-DSS Compliance:** We adhere to the **Payment Card Industry Data Security Standards (PCI-DSS)** to safeguard your payment information. This includes:
 - Using secure payment gateways that meet PCI-DSS requirements.
 - Ensuring encrypted transmission of payment data.
 - Never storing sensitive payment information, such as credit card numbers or CVVs, on our servers.
- **Access Control:** Limited access to sensitive information by authorized personnel only.
- **System Monitoring:** Regular monitoring and updates to prevent data breaches.

5. How We Communicate with Site Visitors

We may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you:

1. **Email:** To confirm orders, send updates about services, and respond to inquiries.
2. **Phone:** For consultations and clarifications regarding bookings and services.
3. **Text Messages/Live Chat/Contact Forms:** For real-time support and quick responses to questions.
4. **Marketing Communications:** For promotions, newsletters, and exclusive offers (with prior consent).

You can choose how you'd like to hear from us by updating your preferences or contacting us directly.



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6. Sharing Your Information

We do not sell or rent your personal information to third parties. However, we may share your information with trusted third-party vendors and service providers to:

- Process bookings, payments, and fulfill your requests (e.g., hotels, transportation, and event partners).
- Provide customer support or technical assistance.
- Comply with legal obligations, such as responding to law enforcement requests.

7. Cookies and Tracking Technologies

We use cookies to enhance your browsing experience, analyze website traffic, and serve personalized content. You can adjust your cookie preferences through your browser settings. Note that disabling cookies may affect the functionality of our website.

8. How Site Visitors Can Withdraw Their Consent

If you've previously provided your consent to us collecting, using, or sharing your personal information, you can withdraw your consent at any time by:

- Emailing us at yourcarnivalcurated@gmail.com with your request.
- Clicking the "Unsubscribe" link in any of our marketing emails to opt-out of further communications.

Please note that withdrawing consent may limit our ability to provide some services or complete certain transactions.

9. Third-Party Links

Our website may contain links to third-party websites or services. We are not responsible for the privacy practices or content of these websites. Please review their privacy policies before providing any information.



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10. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this policy, comply with legal obligations, or resolve disputes.


11. Updates to This Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time. Any changes will take effect immediately upon posting on the website.

We encourage you to review this Privacy Policy frequently to stay informed about how we are protecting your information. If significant changes are made, we may notify you via email or through a notice on our website, that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

12. Customer Support Details & Contact Info

If you would like to access, correct, amend, or delete any personal information we have about you, or if you have any questions or concerns about this Privacy Policy or how your information is handled, please contact us directly at:

 **Email:** yourcarnivalcurated@gmail.com

We will process your request promptly and provide confirmation once your request has been addressed. Thank you for trusting Carnival Curated with your personal information. We are committed to protecting your privacy while delivering exceptional service.