

Privacy Policy

RedBud Travels Nepal Pvt. Ltd · Last updated 7 October 2025

RedBud Travels Nepal Pvt. Ltd (“we”, “us”, or “our”), located at Jamal, Kantipath, Kathmandu, Nepal, operates <https://redbudtravels.com.np/> and related travel services. This Privacy Policy explains what personal information we collect, why we collect it, how we use and protect it, and your rights regarding that information. By using our website or services you agree to the practices described here.

1. Information We Collect

1.1 Information you provide directly

Full name, email address, phone number, date of birth, nationality, passport number and dates, postal address, payment details (processed securely by our payment partners – we do not store full card numbers), travel preferences, special requirements, and any correspondence you send us.

1.2 Booking and transaction data

Flight, hotel, and tour booking details; travel dates, destinations, and passenger counts; invoice and payment history; visa application information and supporting documents.

1.3 Communication data

When messaging channels are connected (WhatsApp, Instagram, Facebook Messenger) we store message content, sender and recipient identifiers, OAuth access tokens, and internal notes created by team members.

1.4 Information collected automatically

IP address, browser type, device type, pages visited, time spent, and referring URLs – used for website improvement and security.

1.5 Information from third parties

We may receive your information from airlines, hotel providers, and visa authorities as part of completing your booking, or from referral partners who introduce you to our services.

2. How We Use Your Information

- **Booking and service fulfilment** – processing flight, hotel, tour, visa, and vehicle bookings on your behalf.
- **Communication** – sending booking confirmations, itineraries, e-tickets, payment receipts, and service updates.
- **Customer support** – responding to enquiries, complaints, and requests.
- **Legal and regulatory compliance** – fulfilling requirements imposed by airlines, immigration authorities, the Government of Nepal, and other regulators.
- **Marketing** – sending promotional offers and travel deals only where you have opted in or where permitted by law. You may opt out at any time.
- **Website improvement** – analysing aggregate usage patterns to improve our website and services.

- **Fraud prevention** – protecting against fraudulent transactions and unauthorised access.

We do not sell your personal information to third parties.

3. Sharing Your Information

We share your information only where necessary to deliver our services or comply with the law:

Recipient	Purpose
Airlines and GDS providers	Issuing and managing flight bookings
Hotels and accommodation partners	Making and confirming reservations
Tour operators and ground handlers	Coordinating tour packages and transport
Visa processing agencies	Submitting visa applications on your behalf
Payment gateways	Processing payments securely
Nepal government and immigration authorities	Regulatory and legal compliance
Meta (Facebook / Instagram / WhatsApp)	Messaging channel integration – OAuth tokens and message content
Japan and Australia offices	Servicing international clients

This app uses the Meta Platform APIs in compliance with the [Meta Platform Terms](#). Data received through Meta APIs is used solely to display and respond to messages within our platform – not for advertising or profiling.

4. Data Storage & Security

- All data is encrypted in transit (TLS 1.2+) and at rest (AES-256).
- OAuth tokens and session credentials are stored in encrypted form.
- Access to production data is restricted to authorised personnel only.
- Passport and visa document copies are stored only for the duration needed to complete your booking, then securely deleted.
- Regular security reviews are performed on our systems.

If you suspect unauthorised use of your data contact us immediately at redbudtravelsnepal@gmail.com.

5. Data Retention

- **Booking records** – retained for 7 years to meet financial and legal obligations under Nepali law.
- **Passport and visa document copies** – deleted within 30 days of completing the booking or visa application.
- **OAuth tokens** – deleted immediately when a channel is disconnected.
- **Marketing preferences** – retained until you opt out or request deletion.
- **Website usage data** – retained for up to 12 months.
- **Customer correspondence** – retained for 2 years after the last interaction.

6. Your Rights

You have the right to:

- **Access** – request a copy of the personal data we hold about you.
- **Correction** – ask us to correct inaccurate or incomplete data.
- **Deletion** – request that we delete your personal data, subject to legal retention obligations.
- **Withdraw consent** – opt out of marketing communications at any time.
- **Objection** – object to certain uses of your data.

To exercise any of these rights contact us at redbudtravelsnepal@gmail.com or call [+977-01-5313789](tel:+977-01-5313789). We will respond within 30 days.

7. Cookies

Cookie type	Purpose
Essential	Required for the website to function (session management, security)
Analytics	Understanding how visitors use the site
Marketing	Showing relevant travel offers (only with your consent)

You can control cookies through your browser settings. Disabling essential cookies may affect website functionality.

8. Children's Privacy

Our services are not directed at children under 16. When booking travel for a minor, the parent or guardian provides the child's information and consents on their behalf. If you believe we have inadvertently collected a child's data, contact us and we will delete it promptly.

9. Changes to This Policy

We may update this policy from time to time. When we do, we will update the "last updated" date at the top. For significant changes we will notify customers by email or by a prominent notice on our website.

10. Contact Us

RedBud Travels Nepal Pvt. Ltd

Jamal, Kantipath, Kathmandu, Nepal

Email: redbudtravelsnepal@gmail.com

Phone: [+977-01-5313789](tel:+977-01-5313789)

Website: <https://redbudtravels.com.np/>