

Privacy Policy

Effective Date: March 17, 2025

At **SereneWind Travel**, doing business as SereneWind Dream Vacations, we respect your privacy and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, and safeguard your data when you visit our website. Our goal is to be transparent about our data practices and ensure you feel confident when using our services.

1. Information We Collect

We collect different types of information to provide and improve our services, including:

A. Personal Data

When you interact with our website, we may collect personal data, including but not limited to:

- Name
- Email address
- Phone number
- Billing address
- Travel preferences
- Payment details (processed securely by third-party payment providers)

Under GDPR, the legal basis for collecting and processing this data includes **contractual necessity**, **legitimate interests**, and **user consent** where applicable.

B. Non-Personal Data

We also collect non-personal data such as:

- IP address
- Browser type and version
- Pages visited on our website
- Time and date of visit
- Referring website

C. Cookies and Tracking Technologies

We use cookies, tracking pixels, and similar technologies to enhance user experience and analyze website traffic. Cookies remain on your device for a set period or until manually deleted. You can manage cookie preferences through your browser settings, though some site features may be affected.

2. How We Use Your Information

We use your information to:

- Process travel inquiries, bookings, and payments
 - Provide customer support
 - Personalize your travel experience
 - Send promotional and marketing communications (you may opt-out at any time)
 - Improve Website functionality and services
 - Comply with legal obligations
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3. Legal Basis for Processing (GDPR Compliance)

Under GDPR, we process personal data based on the following legal grounds:

- **Contractual Necessity** – When processing is required to provide you with travel-related services.
 - **Legitimate Interests** – To improve services and Website functionality.
 - **Consent** – For marketing and certain data collection methods (e.g., cookies).
 - **Legal Compliance** – When required by law.
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4. How We Share Your Information

We do not sell or rent your personal information. However, we may share your data with:

- **Trusted Travel Partners:** Airlines, hotels, and tour operators to fulfill your travel bookings.
 - **Service Providers:** Payment processors, email marketing platforms, and analytics providers.
 - **Legal Compliance:** If required by law, court order, or government regulations.
 - **International Transfers:** If data is transferred outside the European Economic Area (EEA), we ensure appropriate safeguards, such as Standard Contractual Clauses.
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5. Data Security

We implement industry-standard security measures, including **SSL encryption, secure servers, and access controls**, to protect your information. However, no online transmission is 100% secure. We encourage you to take precautions when sharing personal details online.

6. Your Rights Under GDPR

If you are a resident of the **European Economic Area (EEA)**, you have the right to:

- **Access Your Data** – Request copies of your personal data.
- **Correct or Delete Data** – Request corrections or deletion of inaccurate data.
- **Withdraw Consent** – Opt out of marketing communications at any time.
- **Restrict Processing** – Request limited processing of your data.
- **Data Portability** – Request a copy of your data in a structured format.
- **Lodge a Complaint** – If you believe your data rights have been violated, you can contact your local data protection authority.

To exercise these rights, contact us at **info@serenewindtravel.com**.

7. Third-Party Links

Our website may contain links to third-party sites. We are not responsible for their privacy policies, so we encourage you to review them separately.

8. Children's Privacy

Our services are not directed at children under 13. We do not knowingly collect information from children. If you believe a child has provided us with personal data, please contact us immediately.

9. Updates to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with a revised "Effective Date."

10. Contact Us

If you have questions about this Privacy Policy or your GDPR rights, contact us at:

SereneWind Travel

SereneWind Dream Vacations

2112 Balckwood Ave Clovis CA 93619

info@serenewindtravel.com

1-858-286-7902

By continuing to use our website, you confirm that you have read, understood, and agreed to this Privacy Policy.
