

Privacy Policy for Umrah Station Online Booking Platform

Effective Date: [Insert Date]

Last Updated: [Insert Date]

Welcome to Umrah Station!

At Umrah Station, we value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your data when you use our website www.umrahstation.com and related services.

1. Information We Collect

- Personal Details: Full Name, Email Address, WhatsApp Number, Phone Number, Residential Address.
- Identity Documents: Passport Copies, PAN Card Copies, and other related identification documents.
- Booking Information: Travel preferences, package details, special requests.
- Payment Information: Handled securely via third-party payment processors; we do not store payment card details.
- Device Information: IP address, browser type, and device used to access our website.

2. How We Use Your Information

- To process your Umrah bookings and provide related services.
- To verify your identity as per regulatory requirements.
- To communicate with you regarding your bookings, inquiries, and customer support.
- To send you promotional offers, updates, and newsletters (with your consent).
- To comply with legal obligations related to travel and visa requirements.
- To improve our platform's security, features, and user experience.

3. Legal Basis for Processing (if applicable)

- Consent: When you voluntarily provide data for bookings or marketing.
- Contractual Necessity: To fulfill our service commitments to you.
- Legal Obligation: Compliance with travel and government regulations.

- Legitimate Interests: For improving our services and ensuring platform security.

4. How We Share Your Information

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

- Travel Partners: Airlines, hotels, and Umrah service providers to process your bookings.
- Government Authorities: For visa processing, compliance with legal requests, or law enforcement when required.
- Third-Party Service Providers: IT support, payment processors, and marketing platforms, under strict confidentiality agreements.

5. Data Security

We implement industry-standard security measures to protect your personal data, including:

- SSL Encryption: To secure data transmission.
- Access Control: Restricted access to sensitive information.
- Regular Security Audits: To identify and fix vulnerabilities.

6. Your Rights

You have the right to:

- Access: Request a copy of the personal data we hold about you.
- Correction: Request corrections to inaccurate information.
- Deletion: Request deletion of your data (subject to legal obligations).
- Withdraw Consent: Opt-out of marketing communications at any time.

To exercise your rights, contact us at support@umrahstation.com.

7. Data Retention

We retain your personal data only as long as necessary:

- For booking and travel-related purposes.
- To comply with legal, regulatory, and tax obligations.
- For dispute resolution or legal claims.

After the retention period, we securely delete or anonymize your data.

8. Cookies and Tracking Technologies

We use cookies to enhance your browsing experience, analyze website traffic, and personalize content.

You can manage your cookie preferences through your browser settings.

9. International Data Transfers

If your data is processed outside your country, we ensure it is protected with appropriate safeguards, following applicable data protection laws.

10. Updates to This Privacy Policy

We may update this policy periodically. Any changes will be posted on this page with the updated date. We encourage you to review this policy regularly.

11. Contact Us

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

Umrah Station Hajj and Umrah Services

Email: support@umrahstation.com

Phone: [Insert Contact Number]

Address: [Insert Office Address, Hyderabad]