

Privacy Policy

Introduction

- Mirabilia Travel & Tourism ("Mirabilia", "we", "our", "us") has prepared this Privacy Policy to explain how we collect, use, and share your personal data when you use our services or platforms.
- Your privacy matters to us, and we are committed to full transparency in our data collection and processing practices, in accordance with the laws applicable in the United Arab Emirates. By using our services, you acknowledge that you have read and agreed to this Policy.

How We Collect Information

- We collect information through two main channels: automatically, and with your explicit consent.
- Automatically: we collect certain data to improve your experience on our platform, which may include device information, IP addresses, and usage patterns.
- With your explicit consent: when you book a trip or package, we ask for personal data necessary to complete the booking. We also use cookies to enhance your browsing experience; you can control their settings through your browser.

What Information We Collect

- Personal information you provide to us (with your consent): full name, contact details (phone, email), passport details when required to complete the booking, and any other information necessary to fulfil your requests.
- Payment note: we do NOT store your credit card details on our systems. Payments are processed directly by secure, certified payment service providers.
- Automatically collected data: geographic location (city and country, if location services are enabled), device and browser information, cookies, and usage data (pages visited, date and time of visit, browsing duration).

How We Use Your Information

- With your consent, we use your data for the following purposes: securing electronic transactions and preventing fraud; enabling you to book trips and packages; managing our relationship with you and responding to your inquiries and requests; and, with your consent, informing you of our latest offers, events, and news.
- Automatically collected data is used to understand how you interact with our website and to improve its design and content, measure the performance of the site and our marketing campaigns, and identify security threats such as suspicious activity or unauthorized access attempts.

Cookies & Tracking Technologies

- We use cookies and other tracking technologies such as beacons, tags, and scripts to monitor our services and collect and analyse data.
- You can configure your browser to block cookies, but this may limit your access to certain parts of our services.

Information Security

- We apply a range of technical, physical, and organizational safeguards to protect our users' information during transmission and storage.
- However, we cannot guarantee 100% security when transmitting, storing, or protecting information, given the risks associated with potential breaches of internet security systems.

Sharing Data with Third Parties

- We may use external service providers to help us deliver our services, and we may need to share necessary information with them to fulfil your requests, including: payment gateways, customer relationship management systems (CRM), and website hosting companies.
- We may disclose your personal data in good faith when necessary to comply with legal obligations, protect Mirabilia's rights and property, investigate potential misuse of our services, ensure user and public safety, or limit legal liability.
- We do NOT sell your personal data to any third party for marketing purposes.

Data Transfers

- Your data is processed and stored within the United Arab Emirates. If we need to store or process your data via service providers outside the UAE, this will only take place with entities or in countries that provide adequate protection safeguards for your data.
- By accepting this Policy and providing your information, you agree to this processing under the safeguards described above.

Data Retention Period

- We retain your personal information for the period necessary to fulfil the purposes described in this Policy, comply with our legal obligations, resolve disputes, and enforce our agreements and policies.

Your Rights & Policy Amendments

- You have the right to request access to, correction of, or deletion of your personal data, or to withdraw your consent, by contacting Mirabilia customer service.
- We reserve the right to amend this Privacy Policy from time to time. Updated versions will be published on our website with the date of last amendment. Please review this page periodically.
- For any inquiries related to this Policy or your data, please contact Mirabilia customer service.

By using our services, you acknowledge your consent to this Privacy Policy.