**Privacy Policy**

Last Updated: [May. 23rd, 2022]

One Dream Travel doing business as Maple Fun Tours Ltd. (“**One Dream Travel**”, “**we**”, “**us**”, “**our**”) is committed to protecting the privacy and confidentiality of personal information in our custody and control. This Privacy Policy explains how we collect, use, disclose and protect personal information in the course of providing our travel booking services platform (the “**Platform**”), including the website located at <https://www.onedreamtravel.com> (the “**Site**”).

**Collection and Use of Personal Information**

Contact Information

We collect personal information, including your first and last name, telephone number, mailing address, email address, date of birth and other general information when you provide it when using our website or when speaking with us over the phone. This contact information is used to fulfill your information request and provide you with details about our product, services and special offers.

Booking Information

We may collect person information, including your Contact Information, flight dates and times, departure city, arrival city, hotel name, payment information, billing address, passport number (if you request air travel), travel plans and preferences, booking history, names of travel companionsto process your booking request and otherwise provide our travel services, including by contacting you as necessary.

We use the personal information we collect to:

* Better understand how you use our Platform in order to improve the Platform and develop new products or services.
* Respond to requests and complaints.
* Manage our business including to maintain business records for reasonable periods, enforce our agreements, and collect amounts owing to us.
* Optimize the performance of our Platform.
* Ensure the security and authorized use of our Platform, and to protect against unauthorized use of the Platform.

We may use personal information for other purposes with consent or as otherwise permitted or required by law.

**Information We Collect Automatically**

We use data collection tools to automatically collect information when individuals visit our Site. We use technologies like cookies and pixel tags to provide, monitor, analyze, promote and improve the Site. For example, a cookie is used to remember your user name when you return to the Site and to improve our understanding of how you interact with the Site. You can block cookies on your web browser; however please be aware that some features of the Site may not function properly if the ability to accept cookies is disabled.

Log Files

When you use the Site, our servers automatically record certain information in server logs. These server logs may include information such as your web request, Internet Protocol (“**IP**”) address, browser type, referring / exit pages and URLs, number of clicks and how you interact with Content and links on the Site, domain names, landing pages, pages viewed, mobile carrier, and other such information. Log files help us to monitor, analyze, improve and maintain the Service and to diagnose and fix any Site related issues.

Device Identifiers

When you access the Site using a mobile device, we collect specific device information contained in your mobile device’s “device identifier.” This device identifier includes information such as the type of device you are using, its operating system, and mobile network information, which may include your mobile phone number.

Analytics

We may use third party service providers like Google Analytics to collect information about your use of the Site, such as the features used and time spent on the Site, to help us better understand our users and improve our Site. The information we gather is used in an aggregate, non-identifiable form. For information about information is processed in connection with Google Analytics please read the Google Analytics Policy [here](https://policies.google.com/technologies/partner-sites?hl=en-GB&gl=uk).

Cookies

Our websites use cookies (small files containing program code that reside on your computer), to provide usage statistics about our web site, and to understand where visitors learn about our web site. We also may use cookies to simplify the re-entering of your data. You can adjust your browser settings to opt out of the use of cookies by having your browser disable cookies. Look for the cookie options in your browser in the Options or Preferences menu.

**Disclosure of Personal Information**

We may transfer personal information to service providers that provide certain services on our behalf, such as data hosting and processing, marketing, analytics, information technology services, call center, and payment processing. Some of these service providers may be located outside of Canada, including in the United States. While outside of Canada, personal information will be subject to applicable foreign laws, which may permit government and national security agencies to access your information in certain circumstances. We may disclose personal information to parties in connection with a corporate transaction, such as a sale, financing or other disposition of all or part of our business or assets, for the purposes of evaluating and/or performing the transaction.

We may disclose personal information where permitted or required by law, including to comply with a subpoena or warrant, to law enforcement in connection with an investigation, to protect our rights and the safety and security of our employees, and to enforce our agreements and collect debts owed to us.

**Lawful Basis for Processing**

We rely on one or more of the following legal grounds (as appropriate) to process personal information:

* To enter and perform a contract with you or to perform any steps you require from us before entering into a contract.
* To pursue our legitimate business interests in establishing, managing or concluding our relationship with you.
* Where you have specifically consented to us processing your personal information.
* To comply with our legal obligations and establish, exercise or defend our legal rights.

Where personal information is processed with consent, you may (subject to contractual and legal restrictions) refuse to provide your consent, or choose to withdraw your consent, to our processing of your personal information by contacting us as described below. Note that if you refuse to consent, or withdraw your consent, to certain processing of your personal information, we may not be able to provide certain parts of our services.

**Third Party Links**

Our Site may contain links to other websites that One Dream Travel does not own or operate. We provide links to third party websites as a convenience to the user. These links are not intended as an endorsement of or referral to the linked websites. The linked websites have separate and independent privacy policies, notices and terms of use. We do not have any control over such websites, and therefore we have no responsibility or liability for the manner in which the organizations that operate such linked websites may collect, use or disclose, secure and otherwise treat personal information. We encourage you to read the privacy policy of every website you visit.

**Safeguards**

We protect personal information using safeguards that are appropriate to the sensitivity of the information. These safeguards may include measures to protect against unauthorized access, alteration, disclosure or destruction of personal information. We limit access to personal information to our employees and service providers who require access in connection with their role or function. Each of our employees is responsible for maintaining the confidentiality of all personal information to which they have access. We keep our employees informed about our policies and procedures for protecting personal information. Despite these measures, since no system or security measure is completely secure, it is possible that personal information may be lost, stolen or accessed without authorization.

**Retention of Personal Information**

Personal information is maintained on our servers or those of our service providers and is retained as long as necessary for the fulfilment of the purposes for which it was collected, in accordance with prudent business practices on general document retention, or as otherwise required by law.

**Children’s Privacy**

Our Site and Services are not directed to persons under 13 years of age. One Dream Travel does not knowingly collect or solicit personal information from anyone under the age of 13 or knowingly allow such persons to register for an account on the Site. If we become aware that we have collected personal information from a child under age 13 without verification of parental consent, we take steps to remove that information.

**Your Choices**

You may unsubscribe from our promotional email communications at any time by using the unsubscribe feature included in those messages. Please note that if you unsubscribe from our promotional email communications you may still receive transactional or business-related communications from us.

**Your Rights**

You may request access to or correction of your personal information in our custody or control, by writing to us as described below. You may also have the right, in specified circumstances, to object to our use of your personal information, to request the deletion of your personal information or restrict its use, to request a copy of the information you have provided to us to use for your own purposes, or to lodge a complaint with a supervisory authority. Your rights are subject to applicable legal restrictions and we may take appropriate steps to verify your identity before responding to your request.

**Changes to Our Privacy Policy**

If we change our Privacy Policy, we will post those changes on this page to keep you aware of what information we collect, how we use it and under what circumstances we may disclose it. Changes to this Privacy Policy are effective when they are posted on this page.

**Contact**

For questions, inquiries, or requests, please contact our One Dream Travel team at info@onedreamtravel.com, call us at 1-604-428-0470 / toll free: 1-855-663-3736 or send us at letter to:

One Dream Travel (Dba of Maple Fun Tours Ltd.)

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