



## **POKHARA LODGE**

### GENERAL DATA PROTECTION REGULATION (GDPR)

#### *PRIVACY POLICY FOR TIGER MOUNTAIN (P) LTD.*

#### **How we will use your information**

This document explains why we ask for your personal information, how we store and use it, for how long, with whom we may share it and what your rights are.

#### **Why we ask for your personal information**

Tiger Mountain (P) Ltd. holds Personally Identifiable Data (as defined by the GDPR) of customers of the company in order to conduct and facilitate tourism business in Nepal.

The company is compliant with the General Data Protection Regulation (GDPR) to ensure that any data it holds on individuals is relevant, accurate and not excessive. Additionally, it must be fairly and lawfully processed, held for defined purposes, be accurate and up to date, not kept for longer than necessary, processed in line with your rights and must be secure. The company ensures that all data held is treated in accordance with these principles.

We require passport information: name, date of birth, passport number, nationality, as legal requirements imposed on Tiger Mountain by the Government of Nepal.

We hold photographs of those guests where we arrange treks in order to apply for trekking permits, TIMs permits or Conservation Area permits as required by the Government of Nepal. Photographs are only held for this purpose and are not retained once the permit is issued.

Additionally, we hold your email, name, (company name and designation as well in the case of commercial contacts), for the purpose of maintaining contact to facilitate bookings and travel plans. After completion of travel we would like to retain this data in both cases of guests and commercial contacts to send occasional email newsletters (normally 1 a year) for former guests. For commercial contacts, bi-annual newsletters and *ad hoc* situation reports when circumstances in Nepal or in the company merit.

By consenting to us holding your information we can keep you informed about the development of tourism in Nepal and at Tiger Mountain Pokhara Lodge.

#### **TIGER MOUNTAIN POKHARA LODGE, PIONEERING RESPONSIBLE CONSERVATION TOURISM**

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**Registered Office:** Kandani Danda, Pokhara MNP #26, Kaski Dist. Nepal

**Registered No.** 3790/046/047 **PAN:** 300013760

**Web:** [www.tigermountainpokhara.com](http://www.tigermountainpokhara.com) **Facebook:** @tigermountainpokhara **Instagram:** #tigermountainpokharalodge

## **How we store and use your information**

The personal information you consent to give us is stored in a database that is password protected and stored in a GDPR compliant cloud storage facility. Email, mailing addresses and telephone contacts are held in Microsoft Outlook (for regular communication) and in Microsoft Excel on the office computer. Passport details are also held on our secure web server. We transfer email data to Mailchimp for mail-outs. Our computers are all password protected and have up to date anti-virus software to ensure we are compliant with GDPR. There are procedures and policies in place in order to keep your information protected from misuse in accordance with the GDPR.

## **How long will we keep your information**

For information required by the government of Nepal, we retain records for a minimum 7 years as legally required. If you have signed the Consent Form, we will maintain your records until you tell us you would like us to delete them.

## **Who shares your data**

The data collected will only be used by Tiger Mountain and will not be sold, shared or given to any third party, except as legally required, to issuing authorities for permits or to our selected partners where relevant only in order to arrange your travel plans in Nepal.

## **Your rights**

You have the right to see the information that we hold on you at any time, by submitting a request in writing to the company at the address below. You may also request to opt out of any of these services or have your details deleted from the database at any time, in the same way. (Please note that data held for legal requirements cannot be deleted within the retention period.)

GDPR Data Protection Officer at [pokharalodge@tigermountainpokhara.com](mailto:pokharalodge@tigermountainpokhara.com)

## **Summary**

When we receive your information, we only use it for the purposes that you have agreed to in your consent form and we will adhere to the General Data Protection Regulation (GDPR) that will be introduced in May 2018.

For independent advice about data protection, privacy and data-sharing issues, you can contact the Information Commissioner at:

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.  
Phone: 08456 30 60 60 or Fax: 01625 524510.  
Website: <http://www.ico.gov.uk>

Or to the equivalent body in your EU member state.

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## **Object of Tiger Mountain (P) Limited.**

The object of the company is to provide quality travel experiences in Nepal both at the company's Tiger Mountain Pokhara Lodge and also throughout Nepal.

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