

Scope

This Consumer Privacy Policy describes the information that DreamTrips International, LLC (“DreamTrips”) receives and/or processes (which may include collecting, organizing, structuring, storing, using, or disclosing) when you use or interact with DreamTrips’ websites, vendors, or third parties as described herein.

We are committed to working with you to obtain a fair resolution of any complaint or concern about privacy. We cooperate with country data protection authorities if they believe that a privacy problem has occurred.

Contact Us

If you have questions or concerns regarding your privacy, please contact us directly.

DreamTrips Global Privacy Team
2600 Network Blvd, Suite 290
Frisco, TX 75034
privacy@dreamtrips.com
1-833-324-2322

DreamTrips is subject to the investigative and enforcement authority of the Federal Trade Commission (FTC).

Privacy Complaints by California Residents:

DreamTrips complies with the California Consumer Privacy Act (“CCPA”). If you are a California consumer, you have the right to request access to the personal information we have collected about you in the last 12 months. You may make requests by contacting us as described above. Subject to certain exceptions under the law, you have the right to request that we delete any personal information we have collected from you. We will not discriminate against you in product quality, pricing, goods or services if you choose to exercise your rights under the CCPA.

Privacy Complaints by European Union Citizens:

DreamTrips complies with the EU-U.S. Data Privacy Framework (EU-U.S. DPF) and the UK Extension to the EU-US DPF as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries and the United Kingdom (the UK including Gibraltar) transferred to the United States. DreamTrips has certified to the U.S. Department of Commerce that it adheres to the EU-U.S. Data Privacy Framework Principles (EU-U.S. DPF Principles) with regard to the processing of personal data received from the European Union in reliance on the EU-U.S. DPF. If there is any conflict between the terms in this privacy policy and the EU-U.S. DPF Principles, the Principles shall govern. To learn more about the Data Privacy Framework (DPF) program, please visit <https://www.dataprivacyframework.gov/>.

DreamTrips commits to resolve complaints about your privacy and our collection or use of your personal information. European Union, United Kingdom (and Gibraltar) individuals with inquiries or complaints regarding this privacy policy should first contact DreamTrips as listed above.

DreamTrips has further committed to refer unresolved privacy complaints under the DPF Principles to an independent dispute resolution mechanism, Data Privacy Framework Services, operated in the United States by BBB National Programs. If you do not receive timely acknowledgment of your complaint, or if your complaint is not satisfactorily addressed, please

visit <https://bbbprograms.org/programs/all-programs/dpf-consumers/ProcessForConsumersf> or more information and to file a complaint. This service is provided free of charge to you.

If your DPF complaint cannot be resolved through the above channels, under certain conditions, you may invoke binding arbitration for some residual claims not resolved by other redress mechanisms. See <https://www.dataprivacyframework.gov/s/article/ANNEX-I-introduction-dpf>.

Information We Collect

We may collect information about you from a variety of sources. This includes information we collect from you directly; information we collect about you when you visit our sites or view DreamTrips online advertisements; and information we collect about you from other sources (where permitted by law).

Information we collect directly from you: We collect information directly from you when you choose to participate in our offers and programs or otherwise provide information directly to us. The following are examples of information we may collect directly from you:

- Name, email address, postal address
- Username and password
- Phone number or mobile number
- Age
- Date of birth
- Other information about you and your family such as gender or membership use preferences and/or behaviors
- Demographic information
- Future communication preferences
- Contact information for friends you may wish us to contact. When you provide us information for these refer-a-friend messages we use the information only to send the message you request.

Information we collect when you visit our sites, use our services, or view our online advertisements: We use cookies and other technologies to collect information about you when you visit our sites, use our services, or view online advertisements. The following are examples of information we may collect with these technologies:

- Your browser type and operating system
- Web pages you view
- Links you click
- IP address
- Site you visited before coming to our site
- DreamTrips emails you open and/or forward
- DreamTrips offers or links you connect to via emails
- Your product selections and preferences

How We Use This Information

We use the information we collect to provide offers, products and services. This information helps us connect you with membership benefits, tell you about the exciting travel opportunities, and to manage our sites and services.

The following are specific ways we may use the information we collect about you:

- Send information upon request
- Develop new and enhanced membership benefits and services
- Enroll you in contests, programs, or offers you request
- Create and manage your account
- Process payment for purchases or other services
- Protect against or identify possible fraudulent transactions
- Where permitted by law, provide you with customized, unsolicited offers and information about DreamTrips
- Develop and provide advertising tailored to your interests
- Analyze the use of our products, services, and sites
- Understand how you arrived at our site and how you use the site so that we can make it better
- Determine the effectiveness of our advertising
- Enforce our Terms and Conditions and otherwise manage our business

Your Choices & Access to Your Information

Choices: We give you choices about how we communicate with you.

Digital and Electronic Communications: We only send you promotional mobile or email messages if you ask to receive these from us.

You can stop receiving promotional mobile and email messages from DreamTrips at any time. Follow the opt out or unsubscribe instructions provided in any such message you receive from us.

PLEASE NOTE: If you choose to stop receiving promotional messages from us, we will honor your request. However, we will continue to send you service-related communications as authorized by law. We may need to keep the information we have collected about you for record keeping, analysis or other reasons, to the extent permitted by law.

Access: We acknowledge the right of individuals to access their personal information. We take steps to keep your personal information accurate. You can view, correct or update the personal contact information you provide to DreamTrips. Some DreamTrips programs provide access to view or update personal information online. Check where you registered to learn if you can view or update your information there.

Cookies, Web Beacons and other Technologies

How we use Cookies, Web Beacons and other Technologies: We use these technologies to provide you a richer and more personalized consumer experience. We use internet cookies to collect, and store personal information and other technologies and provide you notice of their use, seeking permission as necessary. See below for more detail.

Cookies: A cookie is a small file placed on your computer by a website that uses the cookie to store information about your use of the website. We use cookies to monitor how our sites are used and to help personalize your online experience. For example, when you register on our sites, we may store a unique code in a cookie on your computer. The next time you come back to the site from that computer, our servers use the cookie to recognize you. We can then use the information you provided when you registered combined with your activities on our sites to provide you a better website experience.

You can accept or decline cookies. Most browsers automatically accept cookies. To learn more about cookies, including how to refuse cookies on your computer, click these links:

- For Microsoft Internet Explorer: <https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies>
- <http://www.allaboutcookies.org/cookies/>
- <http://support.google.com/chrome/bin/answer.py?hl=en-GB&answer=95647>

Web Beacons: Web beacons are small bits of code embedded in web pages or in emails. We may use web beacons to deliver or communicate with cookies, to count users who have visited a web page, and to understand usage patterns. We also may include web beacons in e-mails to learn if messages have been opened, acted on, or forwarded.

You can disable the ability of web beacons to capture information in this manner by declining cookies as described above.

Other Technologies: Examples of other technologies we may use to provide better service to you follow:

- **Web Session Variables:** Information that is passed from one web URL to another as you browse.
- **Browser plug-ins/add-ons:** Additional web components that may need to be installed to enable certain web features on our sites. You have the option not to install these components.

Information Sharing

The success of our business depends on your trust, and we do not sell your personal information to marketers outside of DreamTrips. We share your personal information only as described below and within DreamTrips.

Third-party service providers: We rely on third-party service providers to perform a variety of services on our behalf and may need to share your personal information with them. Please note that we provide our service providers with only the personal information they need to perform their services and we require that they protect this information and not use it for any other purpose.

For example, we may rely on a service provider to:

- Fulfill your membership benefits and answer your questions.
- Host our sites and deliver our email and mobile messages.
- Manage payments or take other actions on our behalf.

- Analyze data, sometimes combined with other sources, to send more targeted communications to you.
- Conduct research and analyze data to improve our products, services and sites.

We provide these companies with the personal information they need to provide these services on our behalf. We require these companies to protect this personal information and to not use the information for any other purpose.

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. Information sharing to subcontractors in support services, such as customer service is permitted. All other use case categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

Other situations we may disclose your personal information:

- Where permitted by law, to protect and defend the rights and property of DreamTrips (including enforcing our Terms and Conditions and Agreements).
- And when required by law, and/or public authorities.

Aggregated and non-personal information: We may share aggregated information that does not identify you for general business analysis. For example, we may disclose the number of visitors to DreamTrips sites or services.

Pursuant to the DPF Accountability for Onward Transfer Principle, DreamTrips remains liable for the transfer of personal data to third parties acting as our agents if such third parties process such personal data in a manner inconsistent with the DPF Principles unless we can prove we were not responsible for the event giving rise to the damage.

Information Security

We are committed to keeping personal information secure. We have appropriate technical, administrative and physical procedures in place to protect personal information from loss, misuse or alteration.

We limit access to personal information to those who have a business need. We keep personal information only for a reasonably needed amount of time.

When we provide your personal information to our third-party service providers we require those companies to protect the information and to not use the information for any other purpose.

When we collect or transmit sensitive information such as a credit card number, we use industry standard methods to protect that information.

Please note that we may be required to release an individual's personal information in response to a lawful request by public authorities, including to meet national security or law enforcement requirements.

Information Transfer

Your personal information may be transferred to, stored, and processed in a country other than the one in which it was provided. This does include the United States. When we do so, we transfer the information in compliance with applicable data protection laws.

We take steps to protect personal information. Regardless of where this information is stored or transferred, we have the appropriate procedures and controls to help ensure your personal information is protected.

We may transfer personal information to DreamTrips databases in countries other than where it was provided. Our Global Privacy Program requires the same high level of security and protection of personal information in all geographies with procedures and contracts in place to help ensure this is so. Data may be transferred to a vendor or business partner to provide services for DreamTrips, such as targeted email communications, mailing information or samples. These vendors and business partners are required to protect and manage the personal information to the same high standards DreamTrips does, and they cannot use the information for purposes other than to provide the services DreamTrips has requested.

Children's Online Privacy

We believe it is important to provide added protection for children online. We encourage parents and guardians to spend time online with their children to participate in and monitor their online activity.

We do not intend to collect personal information from children under the age of 14. We ask for an age confirmation in connection with the collection of personal information on our web sites in order to avoid the collection of information from individuals under the age of 14.

Changes to This Privacy Policy

We will post changes to this Privacy Policy and update the effective date when this Policy is updated. If we make any material changes we will notify you by sending an e-mail to the e-mail address you most recently provided us or by posting notice of the changes on this site.

Last updated: July 2024