

THE SIGNATURE COLLECTION PRIVACY POLICY

At **The Signature Collection**, discretion, trust, and confidentiality are fundamental to the way we operate. This Privacy Policy outlines how we collect, use, protect, and process personal data shared with us by our partner travel agents, clients, and suppliers.

1. About Us

The Signature Collection is a Sri Lanka-based destination management company specializing in bespoke, high-end travel experiences. We operate through curated brands, and work closely with professional travel agents and selected partners worldwide.

2. Personal Data We Collect

We collect only the information necessary to design, book, and operate travel services, including:

- Full name, nationality, and date of birth
- Contact details (email address, telephone number)
- Passport details (only when required for bookings, permits, or internal flights)
- Travel information (flight details, accommodation, itinerary elements)
- Preferences and special requirements (dietary needs, celebrations, mobility requirements), when voluntarily provided
- Agent contact and company details

Payment details are never stored directly by The Signature Collection and are processed securely through third-party providers.

3. Purpose of Data Processing

Personal data is processed strictly for the following purposes:

- Creating and operating tailor-made travel itineraries
- Confirming accommodation, transport, and experiences
- Communicating operational details with agents, clients, and suppliers
- Meeting legal, regulatory, and contractual obligations
- Ensuring service quality, safety, and personalization during travel

We do not use personal data for unsolicited marketing or unrelated purposes.

4. Data Sharing & Third Parties

Personal data may be shared only when operationally required with trusted partners such as:

- Hotels, lodges, villas, and resorts
- Chauffeur-guides and transport providers
- Experience hosts and local suppliers
- Relevant authorities for permits or regulatory compliance

All partners are expected to maintain confidentiality and use personal data exclusively for service delivery.

5. Data Storage & Security

We implement appropriate technical and organizational measures to protect personal data, including:

- Restricted access to sensitive information
- Secure digital storage systems
- Responsible handling and disposal of physical documents

Personal data is retained only for as long as necessary to fulfill operational or legal requirements.

6. International Data Transfers

As an international destination management company, personal data may be transferred across borders. All such transfers are handled in compliance with applicable data protection standards and confidentiality principles.

7. Data Protection Rights

Where applicable (including under GDPR regulations), individuals may have the right to:

- Access their personal data
- Request correction of inaccurate or incomplete data
- Request deletion of data, where legally permissible
- Object to or restrict certain types of processing

Requests can be made using the contact details below.

8. Confidentiality & Discretion

The Signature Collection regularly works with private, high-profile, and discerning clientele. Confidentiality is embedded in our internal processes, staff training, and supplier selection.

9. Policy Updates

This Privacy Policy may be updated periodically to reflect regulatory, legal, or operational changes. The most recent version will always apply.

10. Contact Information

For privacy-related questions or requests, please contact:

The Signature Collection (Pvt) Ltd

35/3, Templers Road, Mount Lavinia, Sri Lanka

admin@tscl.com

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11. Effective Date

This privacy policy is effective as of January 1st 2026, and supersedes all prior versions.