

Complete Privacy Policy for SAJ Travel Planning Services, LLC

Introduction

Welcome to SAJ Travel Planning Services, LLC (“we,” “our,” or “us”). We are committed to protecting your personal information and informing you about how we collect, use, and share it when you use our website and services. This Privacy Policy applies to all visitors, customers, and others who access or use our website on the Wix platform.

1. Business & Contact Details

SAJ Travel Planning Services, LLC
9812 Nandina Cove, Austin, Texas 78726, United States
Email: suzanne@sajtravelplanning.com

2. Personal Information We Collect

We collect and process the following categories of personal data:

- Full name, date of birth, passport or visa details
 - Email address, phone number, billing and home address
 - Payment information (credit/debit card details), bank account information, cash and checks
 - Travel preferences, accommodation requests, dietary restrictions
 - Medical conditions or special assistance requirements
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3. How We Collect Your Information

We gather personal information through these channels:

- Online booking forms on Wix, Google Forms, Microsoft Forms
 - Email (Gmail, Outlook) and phone consultations
 - Payment portals and invoicing software (Stripe, PayPal, Zelle, PaymentTech, QuickBooks Online)
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4. Why We Process Your Data

Data Category	Purpose(s)
Full name, date of birth, passport or visa details	• Verify traveler identity • Secure travel documents • Comply with regulations
Email address, phone number, billing and home address	• Send confirmations, itineraries, and alerts • Manage billing and account updates • Collect feedback and Google reviews
Payment information, bank account info, cash and checks	• Process payments, refunds, and cancellations via Stripe, PayPal, Zelle, PaymentTech, cash, and checks • Prevent fraud • Record transactions
Travel preferences, accommodation requests, dietary restrictions	• Customize itineraries and bookings • Coordinate special requests
Medical conditions, special assistance requirements	• Arrange special assistance and ensure safety protocols

5. Storage, Sharing & Disclosure

5.1 Data Storage

We store your personal information on:

- Wix's secure servers (U.S., GDPR-compliant)
- Google Suite and Cloud
- Microsoft Suite and Azure
- Stripe, PayPal, Zelle, PaymentTech (payment processors)
- QuickBooks Online (invoicing and financial records)

5.2 Third-Party Sharing

We share your data with trusted partners only:

Recipient	Purpose	Data Shared
Airlines, cruise lines, hotels	Confirm reservations & issue tickets	Name, DOB, passport/visa details, travel preferences
Local tour guides & ground operators	Arrange transfers, excursions, special requests	Name, emergency contacts, medical/special assistance requirements
Group leader of your tour	Coordinate on-tour logistics and emergencies	Name, contact details, emergency contacts, itinerary and special requests
Payment processors (Stripe, PayPal, Zelle, PaymentTech)	Process payments, refunds, fraud prevention	Payment details, billing address, transaction records
QuickBooks Online	Record financial transactions	Name, billing address, payment history

5.3 Legal Disclosures

We may disclose your personal information:

- To comply with legal obligations or government/immigration requests
- In response to lawful subpoenas or court orders
- To protect our rights, safety, or property, or those of our customers

5.4 International Transfers

Your data may be transferred to—and processed in—countries outside your residence. We rely on recognized mechanisms under applicable data protection laws to secure your information.

5.5 Data Retention

We retain your personal information for seven years after your last trip to:

- Fulfill the purposes outlined above
- Comply with legal, tax, or regulatory requirements
- Resolve disputes and enforce agreements

6. Communication Channels

Channel	Purpose	Tools/Providers
Email	Confirmations, itineraries, receipts, newsletters, feedback requests	Gmail, Outlook, Mailchimp
SMS/WhatsApp	Alerts, reminders, urgent updates	Text message, WhatsApp, Business API
Phone calls	Consultations, support	Phone, Office 365 Phone, Skype
Social media messages	Quick inquiries, promotions	Instagram, Facebook Messenger

7. Cookies & Tracking Tools

7.1 Types of Cookies

- Essential
- Performance
- Functional
- Marketing

7.2 Tools

- Wix Analytics
- Google Analytics

7.3 Data Collected

- Anonymized IP address
- Device/browser type
- Pages visited and time spent
- Referring/exit pages

- Conversion events

7.4 Consent & Management

We display a cookie banner on first visit. You can manage or withdraw consent via the “Cookie Settings” link in our footer or adjust your browser settings.

8. Consent Withdrawal & Data Rights

You have the right to:

- Access, rectify, erase, restrict, or port your data
- Object to processing for marketing purposes
- Withdraw consent for cookies or marketing at any time

To exercise your rights, contact us at:

SAJ Travel Planning Services, LLC
9812 Nandina Cove, Austin, Texas 78726, USA
Email: suzanne@sajtravelplanning.com

Thank you for trusting SAJ Travel Planning Services, LLC with your travel needs. If you have any questions about this policy, please reach out to us.