Privacy Policy

1. Introduction

Bonheur Voyages is committed to protecting the privacy and personal data of its customers, partners, and stakeholders. This Privacy Policy explains how we collect, use, store, and protect personal information in a transparent and responsible manner.

We process personal data in accordance with applicable local, national, and international data protection laws, including principles aligned with the General Data Protection Regulation (GDPR).

2. Scope of the Policy

This Privacy Policy applies to all personal data collected and processed by Bonheur Voyages through:

- Our website and online platforms
- Email, phone, and digital communication
- Booking processes and travel arrangements
- Marketing and customer relationship management
- Partner and supplier coordination

This policy applies to customers, travelers, partners, suppliers, and any individuals whose data we process in the course of our operations.

3. Personal Data We Collect

Bonheur Voyages collects only the personal data necessary to provide travel services, including but not limited to:

- Full name, nationality, date of birth
- Contact details (email address, phone number)
- Passport or identification details (when required for bookings)
- Travel preferences and itinerary details
- Emergency contact information

- Payment-related information (processed securely through authorized providers)

We do not collect sensitive personal data unless it is strictly necessary for travel arrangements and only with the customer's explicit consent.

4. Purpose of Data Collection

Personal data is collected and processed for the following purposes:

- Managing inquiries, bookings, and travel arrangements
- Communicating with customers before, during, and after travel
- Coordinating services with suppliers (accommodations, transport, guides)
- Ensuring traveler safety and emergency support
- Legal, accounting, and regulatory compliance
- Improving service quality and customer satisfaction
- Sending relevant information or marketing communications (with consent)

5. Legal Basis for Processing

Bonheur Voyages processes personal data based on one or more of the following legal grounds:

- Performance of a contract (travel services)
- Legal obligations
- Legitimate business interests
- Explicit consent of the data subject

Customers may withdraw their consent at any time.

6. Data Sharing and Disclosure

Bonheur Voyages only shares personal data when necessary and strictly for operational purposes. Data may be shared with:

- Hotels, guides, and activity providers involved in the trip
- Legal or regulatory authorities when required by law

We ensure that all partners and suppliers comply with data protection standards and only use the data for the agreed purpose.

7. Data Security

Bonheur Voyages implements appropriate measures to protect personal data against unauthorized access, loss, misuse, or alteration.

Access to personal data is limited to authorized personnel only, and data is stored securely for the minimum period necessary.

8. Data Retention

Personal data is retained only for as long as necessary to fulfill the purposes outlined in this policy, including legal and accounting requirements. Once no longer required, data is securely deleted or anonymized.

9. Customer Rights

Customers have the right to:

- Access their personal data
- Request correction of inaccurate or incomplete data
- Request deletion of their data
- Restrict or object to data processing
- Withdraw consent at any time

Requests can be submitted by contacting Bonheur Voyages using the details below.

10. Children’s Data

Bonheur Voyages does not knowingly collect personal data from children unless it is necessary for travel arrangements and provided by a parent or legal guardian.

12. Policy Updates

This Privacy Policy may be updated periodically to reflect changes in legislation or business practices. The most current version will always be available upon request or on our website.

13. Contact Information

For questions, concerns, or requests related to this Privacy Policy or personal data, please contact:

Bonheur Voyages

Email: contact@bonheurvoyage.com

Phone: (+216) 72 323 046

Address: st. abou dhabi, merazka, 8050, Hammamet-tunisia