



Complete Travel Solutions, LLC

## **PRIVACY & DATA SECURITY DISCLAIMER**

CTS Travel, Complete Travel Solutions, LLC, values your privacy and is committed to protecting your personal information. This Privacy Disclaimer outlines how we collect, use, and safeguard your data in accordance with applicable state and federal privacy laws.

- **Collection of Personal Information:** CTS Travel (“we,” “our,” or “us”) collects personal information from clients solely to facilitate travel arrangements. This information may include, but is not limited to, full name, contact details, passport information, payment details, and travel preferences.
- **Use of Personal Information:** We use the information provided to book travel services, process payments, and communicate essential travel details. We do not sell, rent, or share personal data with third parties except as required to fulfill travel bookings or comply with legal obligations.
- **Third-Party Service Providers:** We work with airlines, hotels, cruise lines, tour operators, and other travel service providers. Your personal information may be shared with these entities solely for booking purposes. Each provider has its own privacy policies, and we encourage you to review them before confirming travel arrangements.
- **Data Security Measures:** We take reasonable precautions to protect your personal information from unauthorized access, disclosure, or misuse. However, no online transmission or storage system is 100% secure. By providing your information, you acknowledge that we cannot guarantee absolute security.
- **Client Responsibility:** You are responsible for providing accurate and complete information for travel bookings. We are not liable for any issues arising from incorrect or incomplete details.
- **Compliance with Privacy Laws:** We comply with applicable privacy laws at the state and federal levels, including the Montana Consumer Privacy Act (MCPA), California Consumer Privacy Act (CCPA/CPRA), and 18 other states' laws, the , Gramm-Leach-

Bliley Act (GLBA), and Children's Online Privacy Protection Act (COPPA) where relevant.

- **Your Privacy Rights:** If you wish to access, update, or delete your personal data or opt out of data sharing for marketing purposes, please contact us at [deanna@ctstravel.net](mailto:deanna@ctstravel.net).
- **Cookies and Website Tracking:** Our website may use cookies and tracking technologies to enhance user experience. These tools help us analyze website traffic and improve our services. You can manage cookie preferences through your browser settings.
- **Changes to This Disclaimer:** We reserve the right to update this privacy disclaimer anytime. Changes will be posted on our website, and continued use of our services constitutes acceptance of the revised terms.

Overview of the security practices of the **CRM system** we utilize to protect your personal information:

- **PCI Compliant:** First and foremost, know that your personal information and payment details are secure. The CRM system complies with all applicable privacy and data protection regulations, including the General Data Protection Regulation (GDPR) and other relevant laws.
- **Encryption Protected:** All sensitive data is fully encrypted, with keys private to the CRM system. All data is encrypted in transit and at rest, ensuring your information is protected from unauthorized access. The CRM system utilizes up-to-date TLS standards to encrypt data at every stage, from the database to its servers and all your devices.
- **Security Scanning:** To ensure its security, the CRM system undergoes quarterly security scans and tests conducted by a third-party provider.
- **Penetration Testing:** The CRM system regularly tests to ensure system integrity and security.
- **Third-Party Audits:** Third-party security experts regularly review, audit, and test the CRM system's platform.
- **Data Storage:** The CRM system hosts their services and stores your data using Amazon Web Services. AWS is the leading cloud computing provider with a proven top-tier security record. All data resides in the United States.
- **Backups and redundancy:** The CRM system utilizes redundancy for all servers, databases, and storage. Should a server or many servers lose connectivity, others with independent power and connectivity will take their place. Database snapshots are taken daily.

- **Multi-Factor Authentication (MFA):** The CRM system utilizes MFA, **which** is required for secure credit card authorization or encrypted storage.
- **Reliability and System Monitoring:** The CRM system is monitored by various systems to ensure its health, reliability, and security. An engineering team is on call 24/7 to handle incidents.

For questions regarding this privacy disclaimer or your personal data, please contact us at:

CTS Travel, Complete Travel Solutions LLC.

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