

Privacy Policy

Objective and Scope

Chhattisgarh Tourism Board, hence forth called as CTB an autonomous body of Government of Chhattisgarh values the trust placed on it by subject (“you”, “your”, “user”, “subscriber”) and therefore, we will protect as per the standards as prescribed by law like IT Act 2000 and the Amendment in 2008 and other applicable the Acts, Rules and Regulations in force In India with respect to the information shared by you with us.

This privacy policy describes the usage of Personal Information of Identity (PID) provided to or collected by CTB, which operates the website/ Mobile Apps & other services including reservation services at its properties (Resorts/Hotels/Motels), but not limited to just delivery of information and content via any mobile or internet connected device or otherwise (collectively the "Services"). The information/data thus given are given on voluntary basis to avail the services given by CTB with the understanding of the various laws prevalent and in force in India.

The Entity/participant are aware that when you provide information to us on a third-party site or platform (for example, via our representative applications like social media login the information we may utilise the data provided through those third-party sites linked with our applications may not be covered by this privacy policy as the information in these the third-party site or platform collects or may collect is subject to the third-party site or platform’s privacy practices. Privacy choices you have made on the third-party site or platform will not apply to our use of the information we have collected directly through our applications. Please also keep in mind that our sites and applications may contain links to other sites not owned or controlled by us and we are not responsible for the privacy practices of those sites. We encourage you to be aware when you leave our sites or applications and to read the privacy policies of other sites that may collect your personal information.

This Privacy Policy should be read in conjunction and together with the Terms of Use and other instruction applicable or in-force with respect to the Chhattisgarh Tourism Board, Raipur.

User Consent

By using the services of CTB (for example, when you register for an account, enter a contest or promotion, communicate with us, on our sites or applications or through social media), you agree to provide consent to our collection, use and sharing of your personal information as described in this policy. In some cases, particularly if you reside in a country governed by a data protection regulation, it is expected that you accept that you have provided explicit consent to access your data from these services for transmission of information in connection with Chhattisgarh Tourism, and such users will be eligible for recourse as per the Indian laws applicable only.

Information you provide to us

Information Collected at the Time of Registration

When you register using your web accounts like Facebook & Twitter it may reveal and we may use the following Information from your account(s) to continue to interact with you and to continue providing you the Services as requested by you from CTB. Information that we collect include –

- User Name
- E-mail id
- Mobile number
- Location
- Public profile information – (Facebook & Twitter) Information collected under my profile section when a user has completed with the registration: (while using the social media handles)
- Date of Birth
- Gender
- Country
- Address
- Pin code

We may receive and collect the above mentioned personal information when you provide feedbacks, report spam, participate in surveys, contest, participate in polls, promotional offers etc. for the activity/ies undertaken and also for guidance or transmission of Information on behalf of Chhattisgarh Tourism Board/Government of Chhattisgarh to these id's. This information captured if you have provided us with explicit consent.

Information collected when you use our Mobile Application

When you download our mobile application we may collect, including but not limited to, the below information from you-

- Email ID
- Mobile number
- Location/IP address for geo-locating
- Device ID
- SMS for OTP
- Android Advertiser ID/ iDFA ID

B. Information automatically collected while browsing /navigating through the website

Cookies

- The Website uses cookies and other similar technologies which are necessary to its functioning and to provide Chhattisgarh Tourism Board. Some of these cookies are essential for us to provide you with the CTB information and services of CTB. For more information about essential cookies we use.
- **Do Not Track**
- The Website may and or may not process or respond to “Do Not Track” requests/signals which some internet browsers have the ability to send out.

Log File Information

- The systems automatically collect limited information about your computer's connection to the Internet, mobile number, including your IP address, whenever you visit our website(s), application or services. Your IP address is a number that lets computers attached to the Internet and recognize where you send data – For e.g. pages you viewed. We may or may not automatically receive and log information from your browser, including your IP address, your computer's name, your operating system, browser type and version, CPU speed, and connection speed. We may also collect log information from your device, including your location, IP address, your device's name, device's serial number or unique identification number (e.g. UDID on your iOS device), your device operating system, browser type and version, application version, operator name, screen size, CPU speed, and connection speed etc.

Information we collect from third parties

a) Information obtained from other Sources

We may receive information about you from other online sources. We may add it to our account information system and treat it in accordance with this policy. If you provide information to the platform provider or other partner to whom we provide services, your account information including PID may be passed on to us. We may obtain updated contact information(s) from third parties in order to correct our records and fulfil the Services or to communicate with you or we have to share the information with any third party as part of the services delivery requirements.

b) Information obtained from third party websites

If you link, connect or login to your CTB account with third-party services they may send us information such as your registered e-mail id and public profile information from the service as stated below;

- Facebook – Email ID and public profile information which includes name, profile picture, age gender etc.
- Twitter – Email ID, see who you follow, read tweets from timeline, post tweet for you, access direct messages and update your profile.

Paid service information

When you chose any service, we or our payment gateway provider may collect your personal information such as address or billing information, including your credit/debit card number and expiration date etc. The cost for the services will be charged unless cancelled. If at any point you do not wish to avail the services, you may cancel the as per the cancellation and refund policy, for which you contact us on the numbers given on the website or send us a e-mail from the same id as has been mentioned at the contact e-mail id..

*In case of sharing or referring the subscription to another user then the personal information of the referrer will only be used for the purpose for which it has been shared by the . Other than the purpose, We won't provide or process the referrals personal information for analytics, direct marketing etc. without prior consent provided by the referral to receive such services from us.

c) Transactional and Billing Information

Based on your request paid service, our payment gateway partner may collect information, including but not limited to, your credit/debit card details or other bank account details along with your billing address. This information is stored by the payment gateway partner.

For instance, the Services will be using third party payment gateway partners to process and facilitate the payment of your service charges for the Services for providing you access to the accommodation or other services as requested; such payment gateway partners are not controlled by us and may be governed by other respective policies and laws from time to time. When you visit such payment gateways you do so at your own risk. We encourage you to familiarize yourself with the privacy statements provided by such payment gateways prior to providing them with information about you or entering into any transactions with them. We do not assume any responsibility or liability for such payment gateways, the content of such payment gateways and their privacy practices, nor do we endorse them.

We may receive financial or transactional information (for e.g., transaction ID, order ID etc.) from third party vendors in case of payments, for reconciliation and validation of transactions and also for the purpose of resolutions of complaints (in case of failed transactions and refunds).

Promotional Offers

We may share or disclose your personal information outside of CTB when we send you informations and communications. For example, providing SMS and E-mail related services such as marketing newsletters, promotions and discount offers etc.

Advertisers

We do not provide any personally identifiable information to third party websites / advertisers / ad-servers without your explicit consent.

Legal

All disputes arising out of or in connection with the present policy at the first instance will be subject to Arbitration under the Rules of "The Arbitration and Conciliation Act, 1996" wherein arbitrator shall be Managing Director, Chhattisgarh Tourism Board. In case dispute still persists after procedure of arbitration then the matter will be subject to Hon'ble High Court of Chhattisgarh.

Follow up

When you interact with any of the CTB websites (such as follow articles, follow other users, follow activities etc) CTB may or will collect your follow activities and create a CTB profile against those activities for you to refer to them at a later stage and review articles and your activities. doesn't collect any additional personal information but only tracks your behaviour on various channels.

Usage of our Mobile Applications

This policy shall also apply to our Mobile Applications that are available in the country governed by a data protection regulation. These Mobile applications have been updated to make them compliant to the country governed by a data protection regulation and few of the services have been discontinued in certain platforms in the country governed by a data protection regulation. You are urged to update to the most current version of certain apps listed and/or to delete certain apps that we no longer provide access, service or support so that we do not collect or store information of users located in the country governed by a data protection regulation. If you use an older version of these apps and/or access discontinued services, then we may collect, store and process your information. In such case we would not be responsible or liable for such collection, storage and processing of your information.

Purposes and Lawfulness of processing

We will only collect and process personal data about you where we have lawful basis. Lawful basis on which we would process your personal information includes obtaining explicit consent from you for processing your personal information or processing for “legitimate interests” where processing is necessary by us to provide you with services and verification of the person (For e.g. processing your information by our Hotels/Motels/Resorts).

We use information to provide, analyse, administer, enhance and personalize our service and marketing efforts, to process your registration, to provide you services, and to communicate with you related to below mentioned points. For example, we use information to:

- Analyse and understand our audience, improve our service (including our user interface experiences), recommendation algorithms and delivery which may require sharing personal information with our group companies and affiliates or third-party service providers.
- To help advertisers understand our audience and confirm the value of advertising on our websites or Applications (however it is usually in the form of aggregated statistics on traffic to various pages within our site) and to provide you relevant ads.
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- Notify you about changes in terms of service or privacy policy.
- Allow you to participate in interactive features offered through our Services.
- Sharing with our customer support team to resolve your queries/concerns related to your rights or services provided to you.

Information Use by Chhattisgarh Tourism Board

- The Information supplied by you enables us to improve our services and provide you the most user-friendly experience(s). In some cases, for e.g. provision of certain service(s) or utility (ies), we may require your contact information as well. All required information is service dependent and the organisation may use the above said user. Information to, maintain, protect, and improve the Services (including advertising on the "Application") and for developing new services. We may also use your email address or other personally identifiable information to send commercial, promotional or marketing messages with your consent [with an option to withdraw your consent (wherever feasible)]. Any personally identifiable information provided by you will not be considered as sensitive if it is freely available and / or accessible in the public domain like any comments, messages, blogs, scribbles available on social platforms like Facebook, twitter etc.
- Any posted/uploaded/conveyed/communication by users on the public sections of the "Application/Websites" becomes published content and is not considered personally identifiable information subject to this Privacy Policy . In case you choose to decline to submit personally identifiable information on the Application/Websites, we may not be able to provide certain services on the Application/Websites to you.
- We will make reasonable efforts to notify you of the same at the time of opening your account. In any case, we will not be liable and or responsible for the denial of certain services to you for lack of you providing the necessary personal information or consent.

- When you register with the Application or Services, we may contact you from time to time about updating your personal information to provide you features that we believe may benefit / interest you.

Information Use by the Company

The Information supplied by you enables us to improve our services and provide you the most user-friendly experience(s). In some cases, for e.g. provision of certain service(s) or utility (ies), we may require your contact information as well. All required information is service dependent and the CTB may use the above said user. Information to, maintain, protect, and improve the Services (including advertising on the "Application") and for developing new services. We may also use your email address or other personally identifiable information to send commercial or marketing messages with your consent [with an option to withdraw your consent (wherever feasible)]. Any personally identifiable information provided by you will not be considered as sensitive if it is freely available and / or accessible in the public domain like any comments, messages, blogs, scribbles available on social platforms like Facebook, twitter etc.

Any posted/uploaded/conveyed/communication by users on the public sections of the "Application/Websites" becomes published content and is not considered personally identifiable information subject to this Privacy Policy . In case you choose to decline to submit personally identifiable information on the Application/Websites, we may not be able to provide certain services on the Application/Websites to you. We will make reasonable efforts to notify you of the same at the time of opening your account. In any case, we will not be liable and or responsible for the denial of certain services to you for lack of you providing the necessary personal information or consent.

When you register with the Application or Services, we may contact you from time to time about updating your personal information to provide you features that we believe may benefit / interest you.

How long do we store and use your information

We retain the information which we have collected no longer than is necessary. This is determined on a case by case basis . Normally we will retain the information as long as you maintain an account with us and till the time you continue to access and use Chhattisgarh Tourism Board and its services. We will delete your information whenever you request us to do so. However, we may archive and/or retain some information for legal purposes.

Hyper Link Policy

At many places in the websites of CTB, Raipur links have been provided for easy accessibility to other websites/portals. The links have been placed for the users convenience. We can not guarantee that these will work all the time, and all the information are neither verified or authenticated by CTB, hence CTB takes no liability or responsibility for these, the users are suggested to check, ascertain and verify the facts before any transaction as these are not in the control of Chhattisgarh Tourism Board.

Contact Information

I. Support

If you require any information or clarification regarding the use of your personal information or this privacy policy or grievances with respect to use of your personal information, please email us at Managing Director, Chhattisgarh Tourism Board at md.cg tourism@gmail.com

II. Data Protection Officer/Data Controller

The data protection officer (DPO) and data controller appointed by CTB is who can be contacted at

You can also write to:

Address

Chhattisgarh Tourism Board,
2nd Floor, Udyog Bhawan,
Telibandha, P.O.:- Ravigram
Raipur -492006
Chhattisgarh
e-mail:-it@visitcg.in or md.cgtourism@gmail.com

Disclaimer:

The board will make all reasonable efforts to protect the data of every individual held with it, however board shall not be responsible in any manner if such data is stolen, leaked or otherwise destroyed.