

Privacy Policy – MadaPlusTravel SARL

Effective from: 01.11.2025

1. Introduction

We, MadaPlusTravel SARL, are a tour operator based in Madagascar. Protecting your personal data is very important to us. This privacy policy explains which data we collect, how we use it, and what rights you have.

This policy applies to all visitors of our website as well as to all customers using our services.

2. Collection of Personal Data

Personal data includes all information relating to an identified or identifiable person, such as name, address, email address, or telephone number. We only collect personal data when you provide it voluntarily, for example through:

- bookings or inquiries via our website
- signing up for newsletters or information material
- communication with our customer service

Examples of the data we collect:

- Name
- Email address
- Telephone number
- Address
- Payment information

Additionally, we may use cookies and analytics tools to improve our website. You may object to the use of cookies at any time.

3. Purpose of Data Processing

We use your data for the following purposes:

- Processing and managing your bookings
 - Communication regarding your bookings or inquiries
 - Sending information about our services and offers (only with your explicit consent)
 - Improving our website and services through statistical analysis
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4. Legal Basis for Processing

The processing of your personal data is based on:

- **Contract performance** (Art. 6 para. 1 lit. b GDPR): to process your bookings
 - **Consent** (Art. 6 para. 1 lit. a GDPR): for marketing and newsletters
 - **Legal obligations** (Art. 6 para. 1 lit. c GDPR): when required to comply with legal duties
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5. Data Disclosure

We do not sell or rent your personal data to third parties. We only share your data when necessary to fulfil your booking (e.g., with hotels or transport providers) or when legally required.

Note on international data transfers:

If personal data is transferred to countries outside Switzerland or the EU (e.g., Madagascar), we ensure that adequate safeguards are in place, such as Standard Contractual Clauses.

6. Data Storage and Security

We store your personal data only for as long as necessary to fulfil the purposes mentioned above or as required by law. After the storage period expires, the data is securely deleted or anonymised.

We implement appropriate technical and organisational measures to protect your data from unauthorised access, loss, or misuse.

7. Your Rights

You have the right to:

- receive information about the personal data we store
- request correction of incorrect or incomplete data
- request deletion of your personal data ("right to be forgotten")
- request restriction of processing
- object to the processing of your data
- withdraw your consent to data processing at any time
- data portability: receive your data in a structured, commonly used format


You may contact us at any time to exercise these rights (see contact details below).


8. Contact


For questions regarding your data or this privacy policy:

MadaPlusTravel SARL

Tsimahavaokely, Morondava (619) / Madagascar

 info@madaplustravel.ch

 +41 79 922 54 57 (Switzerland)

 +261 32 26 124 14 (Madagascar)

9. Changes to the Privacy Policy

We reserve the right to change this privacy policy at any time. Updates will be published on our website and come into effect upon publication.