

Privacy Policy

Last Updated: August 2, 2026

1. Introduction

Welcome to **Trekadviser Pvt. Ltd.** ("Trekadviser," "we," "our," or "us"). We are committed to protecting your privacy and safeguarding the personal information you share with us. This Privacy Policy explains how we collect, use, store, disclose, and protect your personal information when you visit our website, contact us, make an enquiry, book one of our trekking or adventure experiences, or otherwise use our services.

At Trekadviser, we believe that trust is the foundation of every journey. Whether you are planning a short trek, a high-altitude expedition, a peak climbing adventure, a cultural tour, or a motorbike expedition in Nepal, we are dedicated to handling your personal information responsibly, transparently, and securely.

By accessing or using our website, submitting an enquiry, making a booking, or using any of our services, you acknowledge that you have read and understood this Privacy Policy and agree to the collection and use of your information as described herein.

If you do not agree with any part of this Privacy Policy, please discontinue use of our website and services.

2. Who We Are

Trekadviser Pvt. Ltd. is a licensed adventure travel company based in Nepal, specializing in trekking, peak climbing, mountaineering expeditions, cultural tours, helicopter tours, motorbike adventures, wildlife safaris, and customized travel experiences throughout Nepal, Tibet, and Bhutan.

Company Information

Trekadviser Pvt. Ltd.

Duwakot, Bhaktapur, Nepal

Email: info@trekadviser.com

Phone: +977 9841784192

Website: www.trekadviser.com

As part of providing our travel services, we collect certain information necessary to manage bookings, arrange permits, coordinate logistics, ensure safety, and communicate effectively with our guests before, during, and after their trip.

3. Scope of This Privacy Policy

This Privacy Policy applies to:

- Visitors of our website.
- Customers making travel enquiries.
- Clients booking trekking, climbing, expedition, tour, or adventure packages.
- Individuals communicating with us by email, telephone, WhatsApp, social media, or contact forms.
- Participants in promotions, surveys, newsletters, and marketing campaigns.
- Users interacting with our online booking system and payment platforms.

This Privacy Policy covers all information collected through:

- Our official website.
- Booking forms.
- Contact forms.
- Email communications.
- Telephone conversations.
- Social media channels.
- Online payment gateways.
- Third-party booking platforms where applicable.

This Privacy Policy does not apply to websites or services operated by third parties that are linked from our website. We encourage you to review the privacy policies of those third-party websites before providing any personal information.

4. Information We Collect

Depending on the services you request, we may collect the following categories of personal information.

A. Personal Identification Information

- Full name
 - Nationality
 - Date of birth
 - Gender
 - Passport details (where required)
 - Passport copy
 - Residential address
 - Billing address
 - Email address
 - Telephone number
 - Emergency contact details
-

B. Booking Information

When booking a trek, expedition, or tour, we may collect:

- Trip preferences
- Selected itinerary
- Group size
- Travel dates
- Arrival and departure details

- Flight information
 - Hotel preferences
 - Room-sharing preferences
 - Dietary requirements
 - Special assistance requests
-

C. Medical and Safety Information

Because trekking and mountaineering involve inherent risks, we may request health-related information necessary to provide our services safely. This may include:

- Existing medical conditions relevant to your trip
- Allergies
- Current medications
- Physical limitations
- Previous altitude-related illnesses
- Emergency medical information
- Fitness level
- Medical declaration forms
- Rescue and evacuation insurance details

We only collect medical information that is reasonably necessary for planning your adventure and responding to emergencies.

D. Payment Information

When making a reservation, payment information may include:

- Billing name

- Billing address
- Payment amount
- Payment method
- Transaction reference
- Currency
- Partial card details provided by payment processors

For your security, Trekadviser does **not** store complete credit or debit card numbers on its servers. Online payments are processed by trusted third-party payment providers that use industry-standard security measures.

E. Website Usage Information

When you browse our website, certain information may be collected automatically, including:

- IP address
- Browser type and version
- Device type
- Operating system
- Language settings
- Time zone
- Referral website
- Pages visited
- Time spent on pages
- Clickstream data
- Search terms
- Downloaded files

- Session duration
- Website performance information

Much of this information is collected in aggregated or anonymized form to help us improve our website and services.

F. Communication Records

If you contact us, we may keep records of our communications, including:

- Emails
- Contact form submissions
- Live chat conversations
- WhatsApp messages
- Telephone enquiries
- Customer support requests
- Feedback and reviews

These records help us provide customer support, improve our services, and maintain accurate booking records.

5. How We Collect Your Information

We collect personal information in several ways, including:

Information You Provide Directly

You may provide personal information when you:

- Submit an enquiry.
- Book a trekking package.
- Request a quotation.

- Subscribe to our newsletter.
- Complete online forms.
- Contact us by email or telephone.
- Communicate through WhatsApp or social media.
- Leave reviews or testimonials.
- Participate in surveys or promotional campaigns.

Information Collected Automatically

Certain information is collected automatically through technologies such as:

- Cookies
- Google Analytics
- Server logs
- Device identifiers
- Browser settings
- Website performance tools

This information helps us understand how visitors use our website and allows us to improve user experience.

Information from Third Parties

We may also receive limited information from trusted partners, including:

- Payment processors
- Booking platforms
- Travel agencies
- Insurance providers
- Government permit authorities
- Licensed rescue organizations

- Marketing and analytics providers

Such information is used only for legitimate business purposes related to providing our services.

6. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to improve functionality, personalize your browsing experience, analyze website traffic, and enhance security.

Cookies are small text files stored on your computer or mobile device when you visit our website. They help us remember your preferences, understand visitor behavior, and improve overall website performance.

We use several categories of cookies:

Essential Cookies

These cookies are necessary for the website to function properly. They enable core features such as secure browsing, booking forms, account access, and fraud prevention. Without these cookies, certain parts of our website may not operate correctly.

Performance and Analytics Cookies

These cookies help us understand how visitors interact with our website by collecting anonymous information such as page visits, navigation paths, time spent on pages, and overall website performance. This data helps us continually improve our website and services.

Functional Cookies

Functional cookies remember your preferences, such as language selection, previously entered information, and customized settings, providing a smoother browsing experience during future visits.

Marketing Cookies

With your consent, marketing cookies may be used to measure advertising effectiveness, understand user interests, and display relevant advertisements through trusted advertising partners.

Most web browsers allow you to control or disable cookies through their settings. Please note that disabling certain cookies may affect the functionality and performance of our website.

By continuing to use our website, you consent to the use of cookies in accordance with this Privacy Policy unless you choose to modify your browser settings or cookie preferences.

7. How We Use Your Information

Trekadviser collects and processes your personal information only for legitimate business purposes and to provide you with safe, reliable, and personalized travel services.

Your information may be used to:

Booking & Travel Services

- Process and confirm your bookings.
- Arrange trekking permits, climbing permits, and national park entry permits.
- Organize accommodation, transportation, domestic flights, helicopter transfers, guides, porters, and logistics.
- Prepare personalized itineraries and travel documentation.
- Coordinate airport transfers and pre-trip arrangements.
- Deliver the services you have requested.

Customer Support

We use your information to:

- Respond to enquiries and quotation requests.
- Answer questions before, during, and after your trip.
- Provide customer support via email, telephone, WhatsApp, or social media.
- Resolve complaints and service issues.
- Improve our response times and customer experience.

Safety & Emergency Management

For your safety, your information may be used to:

- Assess your fitness for trekking or climbing activities.
- Coordinate emergency rescue or medical evacuation if necessary.
- Contact your emergency contact person during emergencies.

- Communicate with hospitals, rescue providers, insurance companies, or local authorities when required to protect your health and safety.

Legal & Administrative Purposes

Your information may also be used to:

- Comply with legal obligations and government regulations.
- Verify your identity.
- Prevent fraud or unauthorized transactions.
- Maintain accounting and tax records.
- Protect our legal rights and business interests.

Service Improvement

We continuously improve our services by:

- Analyzing website performance.
- Understanding visitor behavior.
- Improving user experience.
- Developing new travel products and services.
- Conducting customer satisfaction surveys.

8. Legal Basis for Processing Personal Information

Where applicable, including under the European Union General Data Protection Regulation (GDPR), Trekadvise processes personal information based on one or more of the following legal grounds:

Contractual Necessity

We process your information when it is necessary to fulfill our agreement with you, including:

- Confirming bookings.
- Organizing trekking permits.

- Arranging accommodation.
- Booking transportation.
- Coordinating guides and porters.
- Delivering the travel services you have purchased.

Consent

We rely on your consent when:

- You subscribe to newsletters.
- You agree to receive promotional emails.
- You submit enquiries through our website.
- You consent to optional cookies.
- You voluntarily provide testimonials or reviews.

You may withdraw your consent at any time by contacting us.

Legal Obligations

Certain laws require us to retain or disclose information for:

- Government permit applications.
- Tax and accounting regulations.
- Immigration requirements.
- Court orders or lawful requests from public authorities.

Legitimate Interests

We may process information where necessary for our legitimate business interests, including:

- Improving website security.
- Preventing fraud.
- Maintaining customer relationships.

- Enhancing our travel services.
- Measuring website performance.
- Protecting our legal rights.

9. Marketing Communications

With your permission, Trekadviser may occasionally send:

- Trekking offers.
- Expedition announcements.
- Seasonal promotions.
- Travel inspiration.
- Company news.
- New itinerary launches.
- Special discounts.
- Safety updates.

Marketing communications may be delivered through:

- Email
- WhatsApp
- SMS (where applicable)
- Social media

You can unsubscribe from promotional communications at any time by:

- Clicking the unsubscribe link in our emails.
- Contacting us directly.
- Requesting removal from our mailing list.

Please note that even if you opt out of marketing communications, we may still contact you regarding bookings, payments, travel updates, or other service-related matters.

10. Sharing Your Information

We respect your privacy and do **not** sell, rent, or trade your personal information to third parties for marketing purposes.

However, to provide our services effectively, we may share limited information with trusted organizations, including:

Government Authorities

Where required, we may share information with:

- Nepal Tourism Board (NTB)
- Department of Immigration
- National park authorities
- Conservation area offices
- Trekking permit authorities
- Local municipalities
- Other government agencies responsible for tourism regulation

Travel Service Providers

To organize your trip, we may share relevant information with:

- Hotels and lodges
- Airlines
- Helicopter operators
- Ground transportation providers
- Licensed trekking guides
- Porters

- Expedition support staff
- Local tour operators

Only the information necessary to provide your booked services will be shared.

Insurance & Rescue Providers

If emergency rescue or medical assistance becomes necessary, we may share relevant information with:

- Rescue helicopter operators.
- Medical facilities.
- Travel insurance companies.
- Emergency evacuation providers.
- Government rescue coordination agencies.

This sharing occurs solely to protect your health and safety.

Professional Advisors

Where required, we may share information with:

- Legal advisors.
- Accountants.
- Auditors.
- Regulatory authorities.

11. Payment Processing

Trekadvise works with trusted payment providers to securely process online payments.

Depending on your selected payment method, your payment may be processed through secure third-party providers.

For security reasons:

- Trekadviser does not store complete credit or debit card numbers.
- Payment information is encrypted during transmission.
- Secure payment gateways use industry-standard security protocols.
- Financial transactions are processed according to applicable security standards.

Any payment information collected by third-party payment providers is governed by their respective privacy policies.

12. Google Analytics

Our website uses Google Analytics to better understand how visitors interact with our website.

Google Analytics may collect information such as:

- Browser type.
- Device type.
- Operating system.
- IP address (which may be anonymized where applicable).
- Pages visited.
- Session duration.
- Referral websites.
- User interactions.
- Geographic region.
- Website performance metrics.

This information helps us:

- Improve website performance.
- Enhance user experience.
- Measure marketing effectiveness.

- Identify technical issues.
- Understand visitor interests.

Google Analytics uses cookies to collect this information.

You may disable Google Analytics through your browser settings or by installing Google's Analytics Opt-out Browser Add-on.

13. Google reCAPTCHA

To protect our website from spam, automated abuse, and fraudulent submissions, we use Google reCAPTCHA.

reCAPTCHA may analyze information including:

- IP address.
- Browser characteristics.
- Mouse movements.
- Device information.
- Time spent on the page.
- User interactions.

The information collected is processed by Google according to Google's own Privacy Policy and Terms of Service.

14. Google Maps

Our website may use Google Maps to display office locations, meeting points, or directions.

When using embedded Google Maps, Google may collect certain technical information, including your IP address and location data (if enabled on your device), in accordance with its own privacy practices.

15. Third-Party Services

To operate our business efficiently, Trekadviser may use carefully selected third-party service providers, including:

- Payment gateways.
- Website hosting providers.
- Cloud storage providers.
- Email communication services.
- Analytics providers.
- Customer relationship management (CRM) systems.
- Booking management systems.
- Marketing platforms.
- Social media platforms.

These providers are granted access only to the information necessary to perform their specific services and are expected to protect your information appropriately.

16. Data Security

Protecting your personal information is a top priority for Trekadviser Pvt. Ltd. We implement appropriate technical, administrative, and organizational safeguards to protect your information from unauthorized access, disclosure, alteration, loss, misuse, or destruction.

Our security measures include, where appropriate:

- SSL/TLS encryption for data transmitted through our website.
- Secure servers and hosting infrastructure.
- Access controls that limit data access to authorized personnel.
- Password-protected systems and user authentication.
- Regular software updates and security monitoring.

- Secure backup and recovery procedures.
- Employee awareness of confidentiality and data protection responsibilities.

While we take reasonable steps to safeguard your information, no method of transmission over the internet or electronic storage is completely secure. Therefore, we cannot guarantee absolute security, and users share information at their own discretion.

17. International Data Transfers

Trekadviser serves travelers from around the world. As a result, your personal information may be transferred to, stored, or processed in Nepal or in other countries where our trusted partners or service providers operate.

International transfers may occur when:

- Processing online payments.
- Arranging international travel services.
- Coordinating rescue or emergency assistance.
- Using cloud-based software or booking platforms.
- Communicating through third-party service providers.

Where required by applicable law, we take reasonable measures to ensure that transferred information receives an appropriate level of protection and is processed securely.

18. Data Retention

We retain personal information only for as long as necessary to fulfill the purposes described in this Privacy Policy or as required by applicable laws and regulations.

The retention period depends on the type of information and the purpose for which it was collected. We may retain information to:

- Complete your travel arrangements.
- Maintain customer service records.
- Meet legal, accounting, and tax obligations.

- Resolve disputes or complaints.
- Enforce our agreements.
- Improve our future services.

When personal information is no longer required, we will securely delete, anonymize, or destroy it using appropriate methods.

19. Your Privacy Rights

Depending on the laws applicable in your country of residence, you may have certain rights regarding your personal information.

These rights may include the ability to:

- Request access to the personal information we hold about you.
- Request correction of inaccurate or incomplete information.
- Request deletion of your personal information where legally permitted.
- Restrict or object to certain types of processing.
- Withdraw consent where processing is based on your consent.
- Request a copy of your personal data in a portable format.
- Lodge a complaint with a relevant data protection authority if you believe your rights have been violated.

To exercise any of these rights, please contact us using the contact details provided at the end of this Privacy Policy. We may request additional information to verify your identity before processing your request.

20. Children's Privacy

Our website and services are intended for individuals who are legally able to make travel arrangements or who have the consent of a parent or legal guardian.

We do not knowingly collect personal information from children without appropriate authorization. If we become aware that personal information has been collected from a child without the necessary consent, we will take reasonable steps to delete that information promptly.

Parents or guardians who believe that a child has provided personal information to Trekadviser may contact us to request its removal.

21. Cookies and Consent Preferences

You have control over how cookies are used on your device.

Most web browsers allow you to:

- Accept all cookies.
- Reject non-essential cookies.
- Delete existing cookies.
- Block cookies from specific websites.
- Configure browser settings to notify you before cookies are stored.

Please note that disabling certain cookies may affect the functionality and performance of our website, including booking forms, user preferences, and interactive features.

22. External Links

Our website may contain links to third-party websites, booking platforms, tourism organizations, partner businesses, social media pages, and other external resources.

These websites operate independently from Trekadviser and have their own privacy policies and terms of use.

We encourage you to review the privacy practices of any external website before submitting personal information. Trekadviser is not responsible for the content, availability, security, or privacy practices of third-party websites.

23. Copyright

All content published on this website—including text, itineraries, graphics, logos, icons, videos, photographs, illustrations, maps, documents, and other materials—is the intellectual property of **Trekadviser Pvt. Ltd.**, unless otherwise stated.

These materials are protected under applicable copyright, trademark, and intellectual property laws.

No content from this website may be copied, reproduced, distributed, modified, republished, translated, stored, or used for commercial purposes without prior written permission from Trekadviser.

Photographs used on this website may originate from:

- Trekadviser Pvt. Ltd.
- Our employees, guides, photographers, or clients (with permission).
- Licensed royalty-free image providers.
- Publicly available image libraries used in accordance with their respective license terms.

Unauthorized use of our content may result in legal action.

24. Website Disclaimer

The information provided on this website is published in good faith and for general informational purposes only.

While we strive to ensure that all information—including itineraries, prices, permit fees, travel advice, schedules, weather information, and availability—is accurate and up to date, Trekadviser makes no warranties or representations regarding the completeness, reliability, or accuracy of the information.

Travel conditions in Nepal and neighboring regions may change due to weather, natural disasters, government regulations, airline schedules, health advisories, political situations, or other circumstances beyond our control.

Accordingly:

- Prices and itineraries may change without prior notice.
- Trekking permits and regulations may be updated by government authorities.

- Flights, accommodations, and transportation are subject to availability.
- Adventure travel involves inherent risks that cannot be eliminated entirely.

Users should verify important information with Trekadviser before making travel decisions.

25. Limitation of Liability

To the fullest extent permitted by applicable law, Trekadviser Pvt. Ltd., its directors, employees, guides, representatives, affiliates, and partners shall not be liable for any direct, indirect, incidental, consequential, special, or punitive damages arising from or related to:

- Use of this website.
- Inability to access the website.
- Errors or omissions in website content.
- Temporary website interruptions.
- Technical failures.
- Viruses or malicious software beyond our reasonable control.
- Third-party websites or services linked from our website.
- Delays, cancellations, or changes caused by weather, natural disasters, government actions, airline operations, strikes, pandemics, civil unrest, or other force majeure events.

Nothing in this Privacy Policy excludes or limits liability where such limitation is prohibited by applicable law.

26. Compliance with Applicable Laws

Trekadviser strives to comply with applicable privacy and data protection laws relevant to our operations and international customers.

Depending on your location, these may include:

- Nepal's applicable laws and regulations.
- The European Union General Data Protection Regulation (GDPR), where applicable.

- The UK General Data Protection Regulation (UK GDPR), where applicable.
- The California Consumer Privacy Act (CCPA), where applicable.
- Other applicable privacy laws in jurisdictions where our customers reside.

Where legal requirements differ, Trekadviser will process personal information in accordance with the laws applicable to the specific circumstances.

Privacy Policy – Part 4 (Final)

27. Changes to This Privacy Policy

Trekadviser Pvt. Ltd. reserves the right to update, revise, or modify this Privacy Policy at any time to reflect changes in our business practices, legal requirements, technology, or the services we provide.

When material changes are made, we will update the "**Last Updated**" date at the beginning of this Privacy Policy. Significant changes may also be communicated through our website or by email where appropriate.

We encourage you to review this Privacy Policy periodically to stay informed about how we collect, use, and protect your personal information.

Your continued use of our website or services after any changes become effective constitutes your acceptance of the revised Privacy Policy.

28. Your Choices

You have control over how your personal information is used. At any time, you may:

- Request access to your personal information.
- Update or correct inaccurate information.
- Request deletion of your personal data where legally permissible.
- Withdraw consent for marketing communications.
- Manage your cookie preferences through your browser settings.
- Contact us with questions regarding your privacy.

Please note that withdrawing consent or requesting deletion of certain information may affect our ability to provide some services, including processing bookings or arranging travel.

29. Complaints

If you have concerns about how Trekadviser handles your personal information, we encourage you to contact us first so that we can work to resolve the issue promptly and fairly.

You may submit your complaint by email, telephone, or postal mail using the contact details below.

Where applicable, you may also have the right to lodge a complaint with the relevant data protection authority in your country of residence if you believe your rights have been infringed.

30. Governing Law

This Privacy Policy shall be governed by and interpreted in accordance with the laws of **Nepal**, without regard to conflict of law principles.

Any disputes arising from or relating to this Privacy Policy shall be subject to the exclusive jurisdiction of the competent courts of Nepal, unless otherwise required by applicable consumer protection laws.

31. Severability

If any provision of this Privacy Policy is found to be unlawful, invalid, or unenforceable by a court or competent authority, that provision shall be deemed severed from the remaining provisions.

The remaining provisions shall continue in full force and effect and remain legally binding.

32. Entire Privacy Policy

This Privacy Policy constitutes the complete privacy statement of Trekadviser Pvt. Ltd. regarding the collection, processing, storage, disclosure, and protection of personal information collected through our website and related services.

It supersedes any previous versions of our privacy policy unless otherwise stated.

33. Contact Information

If you have any questions about this Privacy Policy, your personal information, or how Trekadviser processes your data, please contact us.

Trekadviser Pvt. Ltd.
Duwakot, Bhaktapur, Nepal

Email: info@trekadviser.com

Phone: +977 9841784192, [+01-4525999](tel:+01-4525999)

Website: www.trekadviser.com

Our team will make every reasonable effort to respond to your inquiry as promptly as possible.

Privacy Commitment

At Trekadviser, protecting your privacy is more than a legal obligation—it is part of our commitment to providing a safe, transparent, and trustworthy travel experience.

Whether you are planning your first trek to Everest Base Camp, exploring the remote Manaslu Circuit, climbing one of Nepal's iconic peaks, or embarking on a custom adventure, you can trust that your personal information will be handled responsibly, securely, and with respect.

We appreciate the trust you place in Trekadviser and look forward to helping you experience the beauty of the Himalayas with confidence.

Last Updated: August 2, 2026

© 2026 Trekadviser Pvt. Ltd. All Rights Reserved.