

THE BUREAU - FZCO

40407-001, IFZA Business Park, DDP, Dubai Silicon Oasis, Dubai, U.A.E.

PRIVACY POLICY

Last updated: 22 July 2026

1. Who We Are

The Bureau - FZCO is a full-service luxury travel and concierge company registered by Dubai Integrated Economic Zones Authority (DIEZ) in Dubai, United Arab Emirates. This Privacy Policy explains how we collect, use, store and protect personal information when you use our website or contact us for services.

2. Information We Collect

We may collect the following categories of personal information:

- Contact details: full name, email address, phone number
- Travel and service preferences: destinations, dates, accommodation type, special requests
- Communication records: messages, emails and enquiries submitted through our website or WhatsApp
- Technical data: IP address, browser type, pages visited, and cookies (see Section 7)

3. How We Use Your Information

We use your personal information to:

- Respond to enquiries and provide the services you have requested
- Prepare and deliver personalised travel proposals and itineraries
- Communicate updates, confirmations and service-related information
- Improve our website and services
- Comply with applicable legal obligations

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

4. Legal Basis for Processing

We process your personal information on the following legal bases:

- Performance of a contract: to deliver the services you have requested
- Legitimate interests: to respond to your enquiries and improve our services
- Legal obligation: where required by applicable law or regulation
- Consent: where you have given explicit consent, for example to receive marketing communications

5. Data Sharing

We may share your personal information with:

- Trusted service providers and partners (hotels, airlines, transfer companies, yacht operators) strictly to fulfil your booking or service request
- Technology and IT service providers who support our operations under strict confidentiality agreements
- Regulatory or law enforcement authorities where required by law

All third parties with whom we share data are required to handle it in accordance with applicable data protection standards.

6. Data Retention

We retain your personal information for as long as necessary to fulfil the purposes described in this Policy, or as required by law. Where data is no longer needed, we securely delete or anonymise it.

7. Cookies

Our website may use cookies and similar tracking technologies to enhance user experience and analyse site traffic. You may control cookie settings through your browser. Disabling certain cookies may affect the functionality of the website.

8. Data Security

We implement appropriate technical and organisational measures to protect your personal information against unauthorised access, loss, alteration or disclosure. While we take reasonable precautions, no data transmission over the internet is completely secure.

9. Your Rights

Depending on your jurisdiction, you may have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of your personal information
- Object to or restrict certain processing activities
- Withdraw consent at any time, where processing is based on consent

To exercise any of these rights, please contact us at the details in Section 11.

10. International Transfers

As a UAE-based company serving clients globally, your personal information may be processed or stored outside your country of residence. We take appropriate steps to ensure such transfers are conducted in accordance with applicable data protection requirements.

11. Contact Us

For questions, requests or concerns regarding this Privacy Policy, please contact:

The Bureau - FZCO: 40407-001, IFZA Business Park, DDP, Dubai Silicon Oasis, Dubai, U.A.E. Email: hotel@tbureau.com Phone/WhatsApp: +971 52 583 1477

12. Changes to This Policy

We may update this Privacy Policy from time to time. The updated version will be published on our website with a revised date. We encourage you to review this Policy periodically.