

Confidentiality Terms

1. Introduction GTG Car Rental committed to protecting the privacy and confidentiality of our customers. This Confidentiality Terms policy outlines how we collect, use, and protect customer information when making prepaid reservations through our website.

2. Collection of Personal Information When making a prepaid reservation, we collect personal information such as:

- Full name
- Contact details (email, phone number, address)
- Payment information (credit/debit card details, transaction details)
- Driver's license information (if required at the time of booking)
- Other necessary details for rental verification

3. Use of Personal Information The information collected is used for the following purposes:

- Processing prepaid reservations and payments
- Verifying customer identity and eligibility to rent a vehicle
- Providing customer support and service notifications
- Ensuring compliance with legal and regulatory requirements
- Preventing fraud and unauthorized transactions

4. Protection of Personal Information We implement appropriate security measures to protect personal and payment information from unauthorized access, disclosure, alteration, or destruction. These measures include data encryption, secure payment gateways, and restricted access to sensitive data.

5. Third-Party Disclosure We do not sell, rent, or share customer personal information with third parties except:

- When required by law or legal proceedings
- With trusted service providers who assist in processing payments and reservations (under strict confidentiality agreements)
- To prevent fraud, enforce our terms, or protect our rights

6. Customer Rights Customers have the right to:

- Request access to their personal data
- Correct or update incorrect information
- Request deletion of personal data (subject to legal retention requirements)
- Opt-out of marketing communications

7. Payment Security All prepaid transactions are processed through a secure payment system. We do not store full credit/debit card details on our servers. Payment providers comply with PCI-DSS (Payment Card Industry Data Security Standard) to ensure transaction security.

8. Data Retention We retain customer information for as long as necessary to fulfill rental services, comply with legal obligations, and resolve disputes. When data is no longer needed, we securely delete or anonymize it.

9. Updates to Confidentiality Terms We may update these terms from time to time. Any changes will be posted on our website, and continued use of our services constitutes acceptance of the updated terms.

10. Contact Information For any questions regarding confidentiality or personal data, please contact us at: Email: info@gtgcar.com Phone: +995599110005 Address: Georgia, Kutaisi, David Aghmashenebeli Ave 48

Cancellation Policy

1. Cancellation Notice: Customers must inform us about reservation cancellations via email info@gtgcar.com. Cancellations will only be processed if communicated through these official channels.

2. Cancellation Fees:

- If the cancellation is made at least 48 hours before the rental start time, only a 5% charge of the total amount will be applied as an administrative fee.
- If the cancellation is made within 48 hours of the rental start time or in the case of a no-show, the reservation is non-refundable.

3. Refund Processing:

- Refunds, if applicable, will be processed within 10-14 business days to the original payment method used.
- Bank processing times may vary, and customers should check with their financial institution for details.

4. Exceptions:

- No refunds will be granted for partially used rentals.
- Modifications to prepaid reservations may be permitted, subject to availability and additional fees.