El Sol Travel Privacy Policy

Last Updated: November 3, 2026

El Sol Travel ("we," "us," or "our") provides travel reservation management and fulfillment services for federal government-authorized travel under the Federal Travel Regulation (41 CFR Parts 300–304) and applicable government contracts.
We are committed to protecting the privacy and security of federal employees, contractors, and authorized travelers whose personal information we process in connection with these services.
This Privacy Policy explains how we collect, use, share, protect, and retain personal information. It applies to information processed through our systems, including the El Sol Travel Reservation Management and Fulfillment System, travel booking interfaces, and our website at **www.elsolgovernment.net**.
By using our services or website, you acknowledge the privacy practices described in this policy. Certain personal information is necessary to provide travel services, and declining to provide required information may prevent us from fulfilling a reservation.

1. Information We Collect

El Sol Travel collects only the personal information necessary to provide travel services, meet contractual and regulatory requirements, and support business operations.
The information we may collect includes:

- **Contact Information:** Name, mailing address, telephone number, and email address.
- **Government-Issued Identifiers:** Passport numbers and other identification information required for authorized travel.
- **Financial Information:** Credit card or other payment information necessary for processing transactions and financial reconciliation.
- **Travel Information:** Itineraries, reservation records, fare information, ticketing details, and transaction history.
- **Authentication Information:** Identity and authentication data required for secure system access.
- **Technical Information:** IP addresses, device information, and platform data collected for security monitoring and audit purposes.
- **Operational Records:** System logs associated with booking activity, quality control, notifications, and operational reporting.

Information may be collected directly from travelers through authorized booking interfaces, including Sabre Red 360 and iQCX, or received through government-approved travel systems such as the Defense Travel System (DTS), E2 Solutions, and ConcurGov.
We may also receive information from authorized travel industry providers, including ATPCO and Airlines Reporting Corporation (ARC).
El Sol Travel applies data minimization practices and logical segregation controls to protect Controlled Unclassified Information (CUI) within its operating environment.

2. How We Use Personal Information

We use personal information exclusively for purposes associated with providing government-authorized travel services and fulfilling our contractual obligations.
These purposes include:

- Processing travel reservations, performing quality control reviews, issuing tickets, and reconciling financial transactions.
- Verifying compliance with federal travel regulations, agency travel policies, and contractual requirements.
- Communicating itinerary confirmations, schedule changes, travel notifications, and other reservation updates.
- Supporting operational oversight, reporting, and analytics, using aggregated or de-identified information when feasible.
- Maintaining information system security, access controls, audit records, and regulatory compliance.

El Sol Travel does not sell personal information or use government traveler information for unrelated marketing purposes.

3. How We Share Personal Information

El Sol Travel shares personal information only when necessary to fulfill authorized travel services, meet contractual obligations, or comply with applicable laws and regulations.

Information may be shared with:

- **Federal Government Agencies:** Including the General Services Administration (GSA) for authorized oversight and the Department of Defense (DoD) through DTS, as permitted under applicable agreements.
- **Travel Suppliers:** Airlines, hotels, car rental companies, and other authorized travel providers through the Sabre Global Distribution System (GDS) for reservation processing, ticketing, and fulfillment.
- **Contracted Service Providers:** Authorized vendors supporting quality control, reconciliation, reporting, and related operational functions, including ARC, Cornerstone/iQCX, and Trams Back Office.
- **Legal and Regulatory Authorities:** When disclosure is required by applicable law, regulation, or valid legal process.

Personal information is transmitted through secure, encrypted communication channels using TLS 1.2 or higher, as applicable.

Information sharing is limited to authorized purposes, subject to applicable logging requirements, and governed by contractual or other safeguards designed to protect sensitive information.

We do not share personal information with foreign governments or nonprofit organizations for purposes unrelated to authorized travel fulfillment.

4. Data Security

El Sol Travel maintains technical, administrative, and physical safeguards designed to protect personal information and Controlled Unclassified Information (CUI).

Our security program is designed to address applicable federal cybersecurity requirements, including FIPS 199 Moderate-impact considerations, NIST SP 800-171, and relevant government contractual security obligations.

Security measures include:

- **Encryption:** Protection of data at rest using AES-256 and data in transit using TLS 1.2 or higher, where applicable.
- **Access Controls:** Multi-factor authentication (MFA), role-based permissions, and least-privilege access principles.
- **Information Segregation:** Logical segregation of CUI within the Microsoft 365 Commercial tenant and applicable systems.
- **Security Monitoring:** Security information and event management (SIEM), endpoint detection, and monitoring tools.
- **Incident Response:** Established procedures for investigating, containing, documenting, and reporting security incidents, including notification to GSA within one hour of confirmed incidents involving PII or CUI, where contractually required.

While no electronic transmission or storage method can guarantee absolute security, El Sol Travel implements commercially reasonable safeguards and applicable contractual security controls to protect the information entrusted to us.

5. Data Retention and Secure Disposal

El Sol Travel retains personal information only for the period necessary to fulfill authorized business purposes, comply with contractual obligations, or satisfy applicable federal record retention requirements.

Retention periods may vary depending on the type of information and the system in which it is maintained. Examples include:

- **Travel Reservation Records:** Certain records maintained in systems such as Sabre may be retained for up to six months following the return flight date before secure purging.
- **Financial and Accounting Records:** Transaction and reconciliation records may be retained for longer periods, typically three to seven years, depending on applicable legal, regulatory, and contractual requirements.

- **Security and Audit Records:** Retained according to applicable security, operational, and contractual requirements.

When information is no longer required, El Sol Travel applies secure disposal methods consistent with NIST SP 800-88, including secure deletion, overwriting, or equivalent approved sanitization procedures.

6. Your Privacy Rights

Individuals may request access to or amendment of their personal information, subject to applicable federal laws, regulations, and contractual requirements.
Requests may be submitted directly to El Sol Travel using the contact information below or through the applicable GSA Privacy Act request process.
Upon receiving a request, El Sol Travel will:

- Verify the identity and authorization of the requesting individual.
- Review the request in accordance with applicable requirements and GSA Order CIO 1878.3.
- Coordinate with the appropriate federal agency when necessary.
- Process authorized corrections and provide confirmation as appropriate.

Certain information processing activities are required by federal regulation or contractual obligations and generally cannot be declined while authorized travel services are being provided.

7. Website Privacy and Cookies

El Sol Travel's website, **www.elsolgovernment.net**, may collect limited technical information necessary to support website operations, security, and functionality.
This information may include IP addresses, browser or device information, and website activity logs.
El Sol Travel does not use this information for advertising purposes.
Any cookies or similar technologies used by our website are intended to support essential website functionality and operations.

8. Changes to This Privacy Policy

El Sol Travel may periodically update this Privacy Policy to reflect changes in business practices, information systems, contractual requirements, or applicable laws and regulations.
When updates are made, the “Last Updated” date at the beginning of this policy will be revised.
Material changes will be communicated when appropriate, and the current version of this Privacy Policy will remain available on our website.

9. Contact Us

For questions regarding this Privacy Policy, our information privacy practices, or requests to access or amend personal information, please contact:

El Sol Travel
4500 S Lakeshore Drive, Suite 357
Tempe, AZ 85282
Phone: 480-693-0213
Email: lbramlett@elsoltravel.net
Website: www.elsolgovernment.net

For privacy matters associated with GSA systems or processes, individuals may also contact:
GSA Privacy Office
Email: privacy.office@gsa.gov

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