



Privacy Policy

The Company owner is committed to safeguarding privacy. Please read our privacy policy to understand how information about you will be treated and how you can tell us your references.

If you have any questions, please email or write to the Data Protection Officer, at this company.

1. INFORMATION WE COLLECT ABOUT YOU

“Personal data” is information about you from which we can identify you (either on its own, or by piecing it together with other information). The types of personal data we collect about you may include:

- Title, first name, middle name, last name, postcode, email address, telephone number, mobile number and date of birth.

2. HOW WE USE YOUR PERSONAL DATA

In all circumstances the personal data we hold about you will be adequate, relevant and not excessive. We will use your personal data in line with your legal rights under the Data Protection Act 1998. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR). Details of your legal rights can be found on the Information Commissioner’s website www.ico.org.uk

We may use your personal data to:

- Provide you with information, products, services or experiences that you request from us;
- Provide reservation or booking services;
- Link or combine with other information we get from third parties to help understand your needs and provide you with better service;
- Inform you of products, services, experiences or promotions which we feel may be of interest to you by email or other means of electronic communication (and where you have indicated that you are happy to be contacted);
- Interact with you on social media platforms;
- Request feedback from you;
- Respond to your emails, submissions, questions, comments, requests and complaints and provide customer service; and

The Internet is global, so your personal data may be transferred in transit outside of the European Economic Area (“EEA”). Our business also operates globally and so it may be necessary to transfer your personal data to other companies within our group of companies located in countries outside of the EEA in particular to Australia, New Zealand and the USA. Countries outside of the EEA may not have similar protections in place regarding your personal data and its use as set out in this policy. However, we have taken the steps outlined in section 4 below to try and protect the security of your personal data and comply with our legal obligations about transfer of your personal data to non-EEA countries.

3. HOW WE KEEP YOUR PERSONAL DATA SAFE

Your personal data is held on a secure database.

We have policies, rules and technical measures in place to protect the personal data that we have under our control from unauthorised access, improper use or disclosure, unauthorised modification, unlawful destruction or accidental loss.

All of our employees and data processors that have access to, and are associated with, the processing of your personal data are obliged to respect the confidentiality of your personal data.

We ensure that your personal data will not automatically be disclosed by us to government institutions or authorities. However, if required by law, or when we receive a request from regulatory bodies or law enforcement organisations, we may disclose your information.

Please be aware that communications over the Internet are not secure unless they have been encrypted.

We cannot accept responsibility for any unauthorised access or loss of personal data that is beyond our control.

4. INFORMATION RELATING TO YOUR METHOD OF PAYMENT

Payment information is never taken by us or transferred to us either through our website or otherwise. Our employees and contractors never have access to it.

5. HOW WE DISCLOSE YOUR PERSONAL DATA

We may disclose your personal data to any of the following, in any country where we operate:

- Our staff;
- Our affiliates;
- Our group companies and their staff;
- Purchasers or potential purchasers of our business or any part of this company
- Government bodies and law enforcement agencies and in response to legal or regulatory requests; and
- Auditors or other advisers auditing, assisting with or advising on any aspect of our business.

We may also share information or statistics with third parties in an aggregated or anonymised form that does not directly identify you, e.g. we may share aggregated information about your interests and geographic preferences and/or location (if given) with advertisers and third party deal sites for marketing purposes.

Other than ensuring that we have complied with our own obligations under the Data Protection Act 1998, we are not responsible for the actions of suppliers and service providers or other third parties in the use they may make of your personal data.

6. YOUR LEGAL RIGHTS WITH RESPECT TO YOUR PERSONAL DATA

You can write to us at any time to obtain a copy of your personal data and to have any inaccuracies corrected. Where appropriate, you may have your personal data erased, rectified, amended or completed. Please email write to the Data Protection Officer, at this company.

When writing to us to obtain a copy of your personal data, please quote your name and address and provide brief details of the personal data of which you would like a copy of, or which you would like to be corrected, because this will help us more easily locate your personal data.

We will require proof of your identity before providing you with details of any personal data we may hold about you. We may charge £10 to cover the administration costs involved in providing you with a copy of your personal data.

7. SENDING A MESSAGE TO OUR SUPPORT TEAM

When you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us in order to reply with the information you need.

We record your request and our reply in order to increase the efficiency of our response.

We do not keep any personally identifiable information associated with your message, such as your name or email address unless we feel there is a legitimate business interest to do so. In these circumstances your data will be stored securely and not shared.

8. COMPLAINING

When we receive a complaint, we record all the information you have given to us.

We use that information to resolve your complaint.

If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

9. AFFILIATE AND BUSINESS PARTNER INFORMATION

This is information given to us by you in your capacity as an affiliate of us or as a business partner.

It allows us to recognise visitors that you have referred to us, and to credit to you commission due for such referrals. It also includes information that allows us to transfer commission to you.

The information is not used for any other purpose.

We undertake to preserve the confidentiality of the information and of the terms of our relationship.

We expect any affiliate or partner to agree to reciprocate this policy.

10. JOB APPLICATION AND EMPLOYMENT

If you send us information in connection with a job application, we may keep it for up to 18 months in case we decide to contact you at a later date.

If we employ you, we collect information about you and your work from time to time throughout the period of your employment.

This information will be used only for purposes directly relevant to your employment. After your employment has ended, we will keep your file for a certain number of years before destroying or deleting it.

11. HOW TO OPT OUT

If you would like us to stop contacting you with information about our products, services, experiences, or promotions please send an email or write to the Data Protection Officer, at this company.