

## **Privacy Policy**

At Jamesway Travel we are committed to ensure the Data you provide to us is protected and secure, the Privacy Policy below sets out how the information we collect from you will be used to fulfil the required services.

### **What Personal Information Do We Ask For?**

Whether you make an enquiry, request or booking we will usually ask for name, address, email and telephone number. If making a booking that travels outside of the UK, and the airline, Ferry Company or hotel requires it, we may also ask for your passport details and date of birth. If you choose to pay by credit/debit card we will also require these details, once payment is processed we no longer have access to these details.

### **Why We Collect it?**

We require these details in order to carry out our obligations to you, to provide an effective and efficient service and to arrange travel and other services you are requesting. We also need these details to communicate with you regarding your booking, to notify and changes to our services and to provide answers to any of your own queries. We may also need to collect more sensitive personal data such as any medical conditions, disabilities and special requirements dependent on the type of holiday you are booking. We will also use your details to provide you with information about products, services and promotions that may be of interest to you, usually in our twice yearly brochure mailing, by email or by mailed flyer. This will always be sent to the contact name that made the request/booking.

### **Will We Share or Disclose any of this Personal Information?**

We will not share your data unless we need to. When making a travel booking some of the personal data you provide will need to be passed to and processed and stored by relevant third parties, such as, airlines, ferries, hotels and transport companies to facilitate your booking. Some of these parties may be based outside of the European Economic Area (EEA). Organisations that are based outside of the EEA may not be subject to the same level of controls in regard to data protection as exist within the UK and the EEA. In order for you to travel outside of the UK, we may be required by law to disclose some of your personal data to government bodies or other authorities in the UK and in other countries, such as those responsible for immigration, border control, security and anti-terrorism.

### **How do we protect customer information?**

All the information you provide us with online is protected by a secure server. We will never share your private details with anyone else, unless as specified above to facilitate your booking and let you know about products, services and promotions.

### **Cookies**

We do not use cookies to identify individual users and store personal information. You can choose to accept or decline cookies. Most modern browsers will now automatically accept cookies but you can turn this off using your browser settings panel, however this may limit the website from working as it is intended. We use cookies to enhance our user's experience, and some of the process that benefit from cookies are ; monitoring traffic and user behaviour to help deliver improvements to our service.

### **Data Retention Periods**

We will hold your personal data for as long as required to deliver the products and services you have requested or shown an interest in. This includes, if you are an existing customer, information which relates to previous bookings and/or quotes will be kept for 6 years. In this period we may contact you by post or email with information on offers, holidays and related services, brochures, new products forthcoming events or promotions. You can opt out of this service at any time.

### **Your Rights**

#### **Accessing your information**

We are a Data Controller and we are notified with the UK Information Commissioner. Under UK Data Protection legislation, you are entitled to see a copy of the personal information that we hold about you and how it is being used. If you wish to do so, please send your request in writing, signed and dated to:

The Data Controller

Jamesway Travel

Sir Frank Whittle Business Centre

Great Central Way

Rugby

Warwickshire

CV22 3XH

Along with your full name and address and a photocopy of your passport or driving licence. If you would like to update any of your details or be removed from our database at any point, you can contact us in writing or email us at [admin@jameswaytravel.co.uk](mailto:admin@jameswaytravel.co.uk)

### **Complaints**

If you have a complaint with the way we have handled your personal data, please contact us. You have the right to complain to a supervisory authority; if the UK this is the Information Commissioner [www.ico.gov.uk](http://www.ico.gov.uk)

### **Stop Marketing**

To Unsubscribe from Email or Direct Mail Marketing you can click on the unsubscribe mechanism on all marketing emails or you can email us at [admin@jameswaytravel.co.uk](mailto:admin@jameswaytravel.co.uk) and ask us to cease using your personal data for the purpose of direct marketing.

### **Changes to our Privacy Policy**

We reserve the right to update or alter this Privacy Policy from time to time without prior notice

Jamesway Travel

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