

Privacy Statement – Anam Cara Travel

- Data Protection Privacy Notice -

What is the purpose of this privacy notice?

This privacy notice is to tell you what personal data we collect from you and why and what we will do with this data. It also tells you about some of the key rights which you have under data protection laws. Until 25 May 2018, the key data protection law is the Data Protection Act 1998. From 25 May 2018 onwards, you and your personal data will be protected by the EU General Data Protection Regulation (which is otherwise known as GDPR) and a new UK Data Protection Act. In this privacy notice, we refer to this legislation as data protection laws.

We will only process your personal data as set out in our privacy notice or otherwise notified to or agreed by you or as we are otherwise permitted to do in accordance with data protection laws.

What is our role in relation to your personal data?

For the purposes of data protection laws, we, Anam Cara Travel, are a data controller in respect of the personal data you provide us with.

Can this privacy notice be changed?

Yes, from time to time we may need to make changes to this privacy notice. These may be required as a result of changes in data protection laws or in the guidance issued by regulators such as the Information Commissioner's Office (which is usually referred to as the ICO) or where we make changes to our procedures. The latest version of this privacy notice can be found on our website.

What personal data will we collect from you and why?

In order to respond to an enquiry, process and fulfil your booking or send you a brochure or other promotional material, we need to collect personal data from you.

When we refer to personal data, we mean any information which relates to an identified or identifiable individual.

Depending on what's required, the personal data we collect may include names and contact details (such as telephone numbers, postal and e-mail addresses) and credit/ debit card or other payment information. It may also include information relating to any disability or medical condition which may affect travel arrangements and dietary restrictions which may disclose your religious beliefs. This sort of information is regarded as sensitive personal data. All references in this privacy notice to personal data include sensitive personal data unless otherwise stated.

Who may we provide your personal data to?

Where you make a booking, appropriate personal data will be passed on to the relevant suppliers of your chosen arrangements (such as airlines, hotels, car hire companies etc.) together with any other third party (such as banks and/or credit card companies) who need this information so that your holiday can be provided. The information may also be provided to government / public authorities such as customs or immigration if required by them, or as required by law. Certain information may also be passed on to security or credit checking companies.

We may also make personal data available to other companies who provide services on our behalf, such as mailing brochures and marketing material.

We only provide third parties with the personal data they require in order to deliver their services. Other than in relation to government / public authorities (over whom we have no control), we will take appropriate steps which are intended to ensure that anyone to whom we pass your personal data for any reason agrees to keep it secure, only uses it for the purposes of providing their services and does not collect any personal data from you in the course performing their services. If we cannot pass personal data to the relevant suppliers or any other third party as applicable, whether in the EEA or not, we will be unable to fulfil your booking. In making your booking, you consent to personal data being passed on to the relevant suppliers and other third parties.

Where will we process your personal data?

Your personal data may be stored, used and otherwise processed within the UK and/or any other country(ies) of the European Economic Area (EEA). EEA countries are all member states of the European Union together with Norway, Iceland and Liechtenstein. We may also store, use or otherwise process personal data outside the EEA. Data protection laws may not be as strong outside the EEA as they are in the EEA. Personal data will not be transferred to a country outside the EEA unless (1) the country to which it is transferred is one which the European Commission considers to provide an adequate level of data protection or (2) the personal data is transferred to a United States company which has signed up to the Safe Harbour scheme or (3) the personal data is transferred to a company which is required by our contract with them only to deal with the data in accordance with our instructions and to maintain appropriate security to protect the personal data which we are satisfied they have or (4) we are obliged to provide the personal data to a government / public authority in order to provide your holiday.

How do we protect your personal data?

We take appropriate technical and organisational measures to protect against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data, which is appropriate to the harm that might result from the unauthorised or unlawful processing or accidental loss, destruction or damage and the nature of the data to be protected, having regard to the state of technological development and the cost of implementing any measures.

Can we use your personal data to send you information about our holidays or other services in the future?

We will only retain and use your personal data for marketing purposes where you have specifically consented to our doing so. You may provide your consent by opting to receive marketing material either on-line or by telephone. You may also choose in what ways you are happy to receive communications from us. You may, for example, be happy to receive information and offers by post and e-mail but not by telephone.

Can you withdraw your consent to our processing your personal data?

Yes, you can withdraw your consent to receiving marketing material or other communications from us at any time by either emailing info@anamcaratravel.com or by telephone – 028 25 821 690.

How can you find out what information we are holding about you?

You are entitled to ask us (by letter or e-mail) what personal data of yours is being held or processed, for what purpose and to whom it may be or has been disclosed. No fee will be charged for responding to this request unless it is obviously unfounded or excessive or we have previously provided the same information. We promise to respond to your request without delay and in any event within 1 month unless the request is complex or you have made numerous requests in which case we may be able to extend our response time by a further 2 months.

What should you do if the personal data we are holding is inaccurate, out of date or incomplete?

If you believe this is the case, please tell us by e-mail as soon as possible. We will rectify the problem within 1 month or within 3 months if the rectification request is complex.

How long can we retain and process your personal data?

We will not keep and use your personal data in a form which enables you to be personally identified for any longer than is necessary in order to fulfil the purpose for which it was originally collected or for any other legitimate business purpose.

If you have consented to receiving marketing communications from us, we may continue to use your personal data for this purpose until you withdraw your consent or otherwise for as long as we reasonably consider your consent remains valid and effective.

Where you have provided your personal data to enable us to provide the holiday arrangements or other services you have contracted, we are entitled to retain this information for a period of at 6 years after the end of those arrangements. In certain limited circumstances, we may be able to retain it for a longer period.

Can you ask us to delete your personal data?

Yes, you can ask us to remove your personal data in certain circumstances for example where you have withdrawn your consent to our further using this for marketing purposes. However, this is not always the case. Please see the previous paragraph for further information on the period of time we may retain personal data.

Does your website use cookies?

Yes, as is the common practice, our website uses cookies. A 'cookie' is a small data file which our website server stores on your computer in order to collect information about your visit and to remember you when you visit again at a later date. The main purpose of a cookie is to identify users and to personalise their visit by customising web pages for their use. We may also use third parties who will collect data which is not personally identifiable to analyse site visits and carry out other similar activities. In the course of doing so, they may place their own cookies on your computer so that they can collect information about your visit. You may if you wish disable or delete such cookies through your internet browser. However, doing so may mean you will be unable to access our website or parts of it, your experience of our website may be adversely affected and/or you may not receive information which is relevant to your personal interests.

What should I do if I have a complaint about the processing of my personal data?

If you have any complaint about the way in which your personal data has been dealt with, please let us know by e-mail to info@anamcaratransel.com . We will investigate and respond to you as soon as we reasonably can. If you remain dissatisfied, you may complain to the Information Commissioner's Office. For further details, see www.ico.org.uk