

Who is responsible for Managing your Information?

This website is owned and maintained by Travel and Trek Limited (“Travel and Trek”, “we”, “us” or “our”).

We are responsible for the collection and proper management of any personal information you submit. We will keep your personal details secure and use the information you provide in compliance with EU’s General Data Protection Regulations (GDPR) 2018.

GDPR is enforced in the UK by the Information Commissioner’s Office (ICO).

Our ICO Registration Number: ZA350836

By using our website you signify that you agree with the terms of our Privacy Policy (in conjunction with the Booking Conditions) as posted on our website.

How Do We Collect Your Data?

We will only collect personal information from you by specifically asking for it.

- When you Book to take part in a Charity Challenge, Trip or activity provided by Travel and Trek, or when you purchase a product or service from us.
- When you make an online enquiry.
- When you subscribe to our newsletter.
- When you speak to any of our team.
- When we use cookies (see our cookie policy on our website (‘Information’ webpage)).

What Information are we Collecting?

Online Enquiry:

In order to submit an enquiry online, we may ask for information such as your name and contact details. By entering your details in the fields requested, you enable us to provide you with the services you select. We will not subscribe you to our email newsletters unless you specifically opt-in. We will not share this data with any third parties.

Email Newsletter:

When you sign-up to our email newsletters on our website we may ask for personal information about you consisting of information such as your name and e-mail address. By entering your details in the fields requested, you enable us to provide you with the services you select. You will be able to up date and unsubscribe from our emails at any time using the update or unsubscribe link or by contacting our office. We will not share this data with any third parties

Booking:

When you book a trip or challenge with Travel and Trek there is a certain amount of information we require to fulfil your holiday. This can sometimes include:

The type of personal data that we may ask you to provide includes:

- Full name as per your passport
- Date of birth
- Next of kin
- Postal address
- Telephone number
- Email Address
- Insurance details
- Passport information
- Special requirements such as those relating to any medical condition or disabilities which may affect the chosen challenge arrangements
- Credit/debit card or other payment details (including card number, cardholder name and expiry date)

Why is It Being Collected?

This information is either to provide you with requested services such as email newsletters or brochures, or to complete your holiday booking.

When you book a trip with Travel and Trek this forms a contract. There is a certain amount of information we require to fulfil this contract and ensure your health and safety during a trip.

Some of the information we collect, such as your medical details, is classed as ‘special categories of personal data’ under GDPR. We only collect this in order to cater to your needs or act in your interest and any data within this category will only be processed in order to fulfil our obligation to ensure your safety and wellbeing. This may include passing details to our overseas ground handlers for which we request your explicit consent. Should you not provide this consent, we may not be able to complete your booking arrangements if we consider that this non-disclosure could be harmful to yourself or other members of the group.

How do we use your Information?

Travel and Trek use your personal information for a number of uses including, but not exclusively, for the following:

- Administrative purposes, which means that Travel and Trek may contact you for reasons related to the service you have requested e.g. extra information required for visas or required pre-trip paperwork.
- We use financial information that you provide us with in order to process card payments or bank transfers in settlement of any monies due or owed, relating to your booking. Your financial information is not retained on a database or network and is only used where you have authorised us to do so in accordance with the booking conditions and in accordance with the GDPR 2018.
- If any of the costs for your tip are being paid through Charitable Fundraising then we are obliged to forward your contact and challenge details to the charity for them to confirm their agreement to the payment option. They may wish to contact you direct to support you with your fundraising.
- In order to complete your booking we may need to disclose some of your information to organisations who may also act as 'joint data controllers' or 'data processors'. We only pass on your information to companies that undertake business functions on our behalf. The majority of these companies are located outside the UK/ European Economic Area (EEA). Controls for data protection may not be as strong outside of the EEA however we will only pass relevant information on to persons/organisations that are responsible for part of your challenge arrangements. If we are unable to pass this information on we may not be able to accept your booking.
- We may disclose your information if required to by law or where such a request is made by a legal authority. We may also need to disclose our customer list including any personal information relating to you to a third party, who acquires, or attempts to acquire, all or substantially all of the asset/stock in our company.
- We may email you with information relevant to your trip which we feel is of beneficial interest to you. This may include for example: available training walks, up-to-date travel advice, updated visa requirements, pre-departure tips and reminders.
- We will only send you information about special offers, brochures, new challenges, events and competitions if you have 'opted in' to receive news from Travel and Trek. If you do not wish to receive this information, you can use the 'unsubscribe' function at the bottom of any communication or let us know direct.

Please note that we do not disclose your personal information to third parties to enable them to send you direct marketing.

Who We Share Your information With?

If booking a holiday with Travel and Trek, we will need to share information with our ground handlers in the destination you are visiting. We request that our ground agents delete this information 30 days after your tour ends. We may also need to share your information with other providers involved in fulfilling the contract e.g. airlines, hotels or government agencies. A data transfer audit is available upon request.

How Long Will We Hold Your Information For?

If you have booked a holiday with Travel and Trek Limited, we will keep your information on record for three years after you return home, in case this information needs to be accessed in matters relating to your booking. This information will be deleted after three years.

For email newsletter sign ups, you can withdraw your consent at any time by using the 'unsubscribe' function at the bottom of any communication or by letting us know directly.

Promotional Material

In addition to information provided via our website Travel and Trek Limited reserves the right to use any photographs, images or video taken on a trip or trip-related occasion by its employees, or forwarded by any person on the trip or connected to the trip for use in any other relevant promotional material. This could include on our website, social media pages or our charity partners promoting our challenges. If you prefer not to be included in this, please let us know.

Security of Information

The transmission of information via the internet is never completely secure. We exclude our liability for personal data lost in transmission to the website.

We take all reasonable precautions to keep your Personal Information secure. All personally identifiable information is subject to restricted access to prevent unauthorised access, modification or misuse.

We will comply with all relevant Data Protection legislation in relation to the period for which we retain any information you disclose to us.

How Can You Access and Update Your Information?

In accordance with the GDPR 2018, you may ask us in writing for a copy of the information we hold about you or to update or complete any personal information we hold. We will respond to this within one month from the date of the request.

Does The Policy Apply to Linked Websites?

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookies Policy (link available within our website footer).

How do we Update this Privacy Policy?

We keep our Privacy Policy under regular review and we will place any updates on our webpage. This Privacy Policy was last updated on 1 May 2018.

Who Can You Contact if You Have Any Queries About This Privacy Policy?

Please contact us if you have any questions about our Privacy Policy or information we hold about you.

By email: info@travelandtrek.com

Or write to us at: Travel and Trek Limited, 10 Hampden Way, Greylees, Sleaford, NG34 8FS