

Boon's Calibre Travel

DATA PRIVACY POLICY

1. About this Policy

1.1 This policy explains when and why Boon's Calibre Travel (the business) collects personal information about clients, how it is used and how we keep it secure and your rights in relation to it.

1.2 We may collect, use and store your personal data, as described in this Data Privacy Policy and as described when we collect data from you.

1.3 We reserve the right to amend this Data Privacy Policy from time to time without prior notice. You are advised to check our website boons-holidays.co.uk regularly for any amendments (but amendments will not be made retrospectively).

1.4 We will always comply with the General Data Protection Regulation (GDPR) when dealing with your personal data. Further details on the GDPR can be found at the website for the Information Commissioner (www.ico.gov.uk). For the purposes of the GDPR, we will be the "controller" of all personal data we hold about you.

2. Who are we?

We are Boon's Calibre Travel.

We can be contacted at: Mrs Suzanne Evans (Proprietor)

Boon's Calibre Travel, Homestead, Ulting Road, Hatfield Peverel, Chelmsford, Essex CM3 2LY

Email: info@boons-holidays.co.uk

Email: boons-holidays@talktalk.net

Website: www.boons-holidays.co.uk

3. What information we collect and why.

Type of information	Purposes
Clients name(s), address, telephone number(s), email address(es).	Managing the client's booking(s), promotion of the products of the business to clients.
Clients preferences in relation to coach seats, bedroom type, bedroom facilities	Managing the client's booking(s)
Clients dietary requirements	Managing the client's booking(s)
Clients mobility requirements	Managing the client's booking(s)
Clients insurance arrangements, clients next of Kin	Managing the client's booking(s) and assisting in the event of an emergency
Clients preferred boarding point	Managing the client's booking(s), promotion of the products of the business.
Clients booking history	Managing the client's booking(s), promotion of the products of the business.
Payment details: Sort code, cheque number, bank account number, amount paid, cheque date.	Managing the client's booking(s), banking, responding to client's payment queries.
Payment details: Card number, card type, expiry date, amount paid, payment date (security code is NOT recorded)	Managing the client's booking(s), banking, responding to client's payment queries.
Passport Details	Managing the client's booking(s)

4. How we protect your personal data

4.1 We will not share your personal data without your explicit consent.

4.2 We have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse, or unauthorised alteration or destruction.

4.3 Please note however that where you are transmitting information to us over the internet this can never be guaranteed to be 100% secure.

4.4 For any on-line payments (i.e. Bank transfer) which we receive from you we will use a recognised online secure payment system

4.5 For any telephone card payments which we receive from you we confirm are PCI Compliant

4.6 For any “in person” card payments which we receive from you we confirm are PCI Compliant

4.7 We will notify you promptly in the event of any breach of your personal data which might expose you to serious risk.

5. Who else has access to the information you provide us?

5.1 We will never sell your personal data. We will not share your personal data with any third parties without your prior consent (which you are free to withhold) except where required to do so by law or as set out in the table above or paragraph 5.2 below.

5.2 We may pass your personal data to third parties who are service providers, agents and subcontractors to us for the purposes of completing tasks and providing services to you on our behalf (e.g. to send you mailings and to facilitate your travel & accommodation arrangements). However, we disclose only the personal data that is necessary for the third party to deliver the service.

6. How long do we keep your information?

6.1 We will hold your personal data on our systems while we have your permission to do so, while you have “live” booking(s), and/or for as long afterwards as is necessary to comply with our legal obligations. We will review your personal data every year to establish whether we are still entitled to process it. If we decide that we are not entitled to do so, we will stop processing your personal data except that we will retain your personal data in an archived form in order to be able to comply with future legal obligations.

6.2 If you, or your Next-of-Kin, ask us to remove your details from our system we will stop processing your personal data except that we will retain your personal data in an archived form in order to be able to comply with future legal obligations.

6.3 We securely destroy all financial information once we have used it and no longer need it.

7. Your rights

7.1 You have rights under the GDPR:

- (a) to access your personal data
- (b) to be provided with information about how your personal data is processed
- (c) to have your personal data corrected
- (d) to have your personal data erased in certain circumstances
- (e) to object to or restrict how your personal data is processed
- (f) to have your personal data transferred to yourself or to another business in certain circumstances.

7.2 You have the right to take any complaints about how we process your personal data to the Information Commissioner:

<https://ico.org.uk/concerns/>

0303 123 1113.

Information Commissioner's Office Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

If you have any queries, questions or comments on the information contained in this leaflet, kindly contact Boon's Calibre Travel at the address given in paragraph 2 above.