

## **Privacy Policy**

Adventure Global ensures compliance with all aspects of the Data Protection Act 1998 and the General Data Protection Regulation (Regulation EU 2016/679), which will be implemented in May 2018. We only collect the information required for the specific purpose of organizing a holiday. We keep this information secure, relevant and up-to-date, and only hold as much as necessary for as long as we need it.

We allow the subject of the information to view it on request. We do not use personal information or data that is unfair to the individual. Our clients have the right to ask how we have complied with the Data Protection principles and correct any inaccuracies regarding their personal information. They may also request that we stop using their personal information for any purpose.

### **Description of processing**

Our purpose for collecting personal information is to provide tour operation services and promote our services. We gather personal details such as name, address, email address, date of birth, next of kin, dietary preferences, physical and mental health information, as well as information relating to religious or similar beliefs that may be relevant to one of our trips.

We also collect information regarding criminal offenses related to activities involving children. We have social media pages where clients share personal information and opinions. We store this data on a secure, password-protected database that is accessible online only to main staff members in the EU/UK office.

The staff members have a legitimate reason for using this data to organise and run holidays. We do not collect or store any financial information or data. We do not record any telephone calls but take notes for any calls related to the holiday being discussed. Additionally, we do not have any automatic processing facilities. We do not store personal information or data in hard drives or hardcopies.

### **Sharing and retention of information**

Regarding the sharing of personal information, we only share it among our UK office staff when it is strictly necessary to organize a holiday and with a strict need to know. We share only relevant information with our third-party suppliers, such as name, age, gender, dietary and other preferences related to the specific holiday the client has booked. We use email or online sharing tools like Google Documents to share this information. In case of an accident or repatriation, we may need to share the personal information we process with the individual, their relatives, guardians or other representatives.

We may also share it with other organizations such as insurance companies. We use personal information like email addresses, phone numbers, and social media pages to promote our services by sending newsletters, direct email marketing, and social media marketing. However, anyone has the right to opt-out of these promotional services at any time and with immediate effect

The information we hold is stored in a secure online database, and we retain it from the time it is inputted during a holiday booking until the end of the holiday itself. We only keep the name and email address of the person and the name of the trip attended for two years. All other information is deleted.

We regularly delete email correspondence containing personal information every three months, and we only keep email addresses and names for possible future correspondence regarding another holiday booking.

**IP address:**

We may gather data about your computer click-stream, which may include your IP address, operating system, and browser type for system administration purposes. This information is statistical in nature and does not personally identify any of our users or their browsing activities.

**Links with other websites:**

Our site may, from time to time, contain links to and from third parties' websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

**Your data protection:**

We understand how important it is for you to feel secure and confident when sharing your personal information with us. As such, we take every possible measure to ensure that your data is kept safe at all times.

To achieve this, we have implemented a strict data handling policy that is rigorously enforced amongst all members of staff. We also provide regular training to our staff members to ensure they are fully aware of their obligations to keep your information for authorized use only.

While no technology is completely infallible, we have made every reasonable effort to keep our systems up-to-date with the latest security protocols to minimize the risk of data breaches.

In the unlikely event of any issues relating to data misuse, clients' requests for access to data, or accidental data sharing, these are handled directly by our company Director in conjunction with the Information Commissioner's Office.

To maintain the highest levels of security, we regularly update our IT systems and change passwords to ensure that our computers, servers, and devices are secure. Additionally, our staff members keep up-to-date with industry standards on data protection through membership of trade bodies such as AITO.

In the event of a catastrophic event such as a fire, all personal information will still be accessible online through our password-protected database. To further ensure the safety of your data, we outsource the management of our website and server to specialist companies that are fully compliant with data protection laws and operate strict internal policies for the protection of all data.

For more information about your Data Protection Act, please visit the [InformationCommissioners website](#)

## **Websites and Cookies**

Cookies are small text files that are placed on your computer by the websites you visit. They are widely used to make websites work more efficiently and to provide information to the website owners. Cookies help us estimate our audience size and usage pattern, measure the usage of the site, store information about your preferences, and customize our site for your interests.

They also speed up your searches and recognize you when you return to our site. For you to enjoy all the features on this website, your web browser needs to accept cookies. On this page, we have listed the cookies that may be sent to your browser by this site and the purpose of each cookie. Please note that if you disable cookies in your browser, some features of the website may not be available to you.