

Data Privacy Notice

Informing you as to how we process the information we hold about you is a key element of the General Data Protection Regulation (GDPR). The GDPR came into effect on 18 May 2018 and replaces the 1995 EU Data Protection Directive. This notice sets out how we use the personal data collected from you when you use our services, how you can withdraw your consent for us to process or hold your personal data at any time and your other rights under this legislation. Personal data is any information that can identify you.

We will treat your data under the governing law of your residency as follows:-

- Guernsey - Data Protection (Bailiwick of Guernsey) Law 2017
- Jersey - The Data Protection Act 2018
- UK - The Data Protection Act 2018

Experience Guernsey Tours Limited is the data controller. The identity and contact details of the Data Protection Officer for Experience Guernsey Tours is:

Deirdre Dudley-Owen

Email - deirdre@experienceguernseytours.co.uk

Telephone:- 07911 737751

Purpose of Processing and legal basis for processing

We collect, store and transfer different kinds of personal data about you which is grouped below for ease of reference as follows. This personal data is data collected about you where you, the data subject, has requested or given consent to the processing of the personal data for the purpose for which it is processed.

Examples of personal data include:

Identity Data - first name and surname, marital status, title, date of birth and gender

Contact Data - billing address, email address and telephone numbers

Financial Data - bank account and payment card details

Transaction Data - details about payments to and from you and other details of products and services you have purchased from us

Marketing and Communications Data - preferences in receiving marketing messages from us and your communication preferences

Technical Data - includes the internet protocol (IP) address, browser type and version, time zone setting and location, browser plug in types and versions, operating system and platform and other technology on the devices you use to access this website.

Profile Data - this includes travel enquiry requests, travel quotations or purchases made by you, your interests, preferences and any feedback or survey responses.

Usage Data - includes information about how you use our website, products and services.

We process your personal information, in order to facilitate and arrange your holiday. While we do not collect special categories of personal data, we will request health related data where it is relevant to your travel requirements at the point of purchase. We do this only with

your consent so that it can be passed onto either the airline, hotel or other providers of services to assist with either your mobility requirements or dietary needs or other such needs as you identify.

As data controller and processor, Experience Guernsey Tours collects and processes your data by any one or more of the following means:

- Enquiries
- Bookings
- Website, Marketing and Advertising
- Storing it, on computers or in paper files;
- Sharing it, as set out in this notice for the purposes of transacting payments only;
- Destroying it after a set period of time (subject to your right to request us to destroy it at any time)

We do not sell, trade or rent your personal information to others.

Please note this list is not exhaustive.

Experience Guernsey Tours will collect your information and store this in a file specific to you with a unique identifier code allocated to the file.

Please note that any personal information supplied to suppliers of services for the purpose of your holiday such as airlines, hotels, tour guides or other third parties will be held by them subject to their own data retention policies.

Personal data is stored and used by Experience Guernsey Tours for the purposes provided below:

Consent - consent for certain types of activities such as marketing and contacting you after your holiday, we rely on your consent to use your data. You may withdraw your consent at any time.

Contract - the majority of your personal data is needed by us to perform the contract between us, that contract being in relation to your holiday booking. We will usually retain the data for a period of 7 years from the date your holiday ended. This is for the purpose of maintaining comprehensive records. **You may request us at any time to delete any personal information that we hold about you.** We have also set out your other rights below.

Breaches in data handling is subject to The Data Protection (Bailiwick of Guernsey) Law 2017. This requires that any data breach must be reported within 72 hours to the Data Commissioner and to you as the data subject, without undue delay.

Your rights

We have set out below your rights under The Data Protection (Bailiwick of Guernsey) Law 2017. You have a right, subject to the provisions of that Law,:

- To see and have copies of the personal information that we hold that we have collected from you;
- To see and have copies of the personal information that we hold and that we have collected about you from sources other than you;
- To be made and kept aware of how your personal information is being used, and, in particular, how it is shared with third parties;
- To access any data that is being shared with third parties;
- To object to the processing of your personal information for direct marketing purposes;
- To object to the processing of your personal information for historical or scientific purposes;
- To the correction and or rectification of any of your personal information;
- To the deletion of your personal information in our possession or under our control;
- To restrict the way in which we process your personal information;
- To be notified of any rectification, deletion and restriction to or in respect of your personal information;
- Not to be subject to any automated processing;
- To withdraw your consent at any time to the holding or processing of your personal information.

Please note that you have the right at any time to complain to the Office of the Data Protection Commissioner. Their contact details are as follows:

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| Guernsey | Email - enquiries@dataci.org or telephone - 01481 742074 |
| Jersey | Email - enquiries@oicjersey.org or telephone - 01534 716530 |
| England | Webpage - https://ico.org.uk/make-a-complaint/ or telephone - 0303 123 1113 |

The Data Protection (Bailiwick of Guernsey) Law 2017 also gives you the right to appeal against any decision of the Data Protection Commissioner in certain circumstances.

Confidentiality

All Experience Guernsey Tours employees are required to sign a confidentiality agreement and are required to adhere to our professional code of conduct which specifically addresses responsibilities and expected behaviour with respect to the protection of information provided to us by our customers.

General

We are happy to discuss with you at any time any concerns that you may have regarding our policy and or the handling of your personal information. If you have any concerns please do

not hesitate to contact the Experience Guernsey Tours Data Protection Officer on **07911 737751** or by email at **deirdre@experienceguernseytours.co.uk**.