

OUR PRIVACY POLICY

1. INTRODUCTION AND GENERAL TERMS.

Tatlocks Limited is incorporated in England (company registration number 9921003) ("Tatlocks/we/us"). We are registered with the Information Commissioner with number ZA200037.

This privacy policy sets out our approach to the personal data we collect from or obtain about you. If you have any queries in relation to this privacy policy, please contact secretary@tatlocks.com.

At Tatlocks Ltd we are committed to protecting your personal information when you are using our services. Your trust is our most important to us. This privacy policy explains what personal data Tatlocks may collect from you and why and what we will do with this data.

This policy 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 UK 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 policy or otherwise notified to or agreed by you or as we are otherwise permitted to do in accordance with data protection laws.

2. WHAT INFORMATION WE MAY COLLECT ABOUT YOU.

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.

You may provide personal data to us in various ways. We have provided examples below. This may be provided over the telephone, on-line through our website or in emails to us. Additionally, in order to allow you to experience a more personalised service when you visit our website, we may find out about your interests. We may do so by asking you to provide this information, by reading your comments and/or by looking at the areas of our website you have visited as referred to below.

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.

Please do not provide your personal data to us if you are not happy for us to process this information in accordance with this privacy policy.

3. HOW DO WE USE THE INFORMATION WE COLLECT ABOUT YOU?

- If you order a brochure or newsletter we will ask for your name, address and e-mail address. This is so we can effectively e-mail or post out the requested items.
- If you submit an enquiry form we will ask for your name, telephone number and e-mail address. This is so we can effectively respond to your request.
- If you want to make a booking with us, we may ask for the personal information of all guests/passengers. This is likely to include the personal data set out above. This is required so that we can make and provide the necessary arrangements.
- If you submit a CV to us, we will ask for your name and email address in order to effectively respond to your application.
- If you submit feedback to us, we will ask for your name and email address in order to effectively respond to your feedback.

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.

In addition to asking you to submit personal data, we may collect information about you automatically when you visit our website. The collection of information may involve the use of cookies and web beacons. A web beacon is a small

graphic image placed on a web page that is designed to allow us to monitor visitors to our website. A cookie is small text file that is placed on your computer's hard drive or mobile device by your web browser when you first visit our website. The cookie allows us to identify your computer and find out details about your last visit. Most internet browsers accept cookies automatically, but usually you can alter the settings of your browser to erase cookies or prevent automatic acceptance if you prefer. If you choose not to receive our cookies, we cannot guarantee that your experience with our website will be as quick or responsive as if you do receive cookies.

The information collected by cookies and web beacons is not personally identifiable, it includes general information about your computer settings, your connection to the internet e.g. operating system and platforms, IP address, your browsing patterns and timings of browsing on our website and your geographical location.

4. WILL WE SHARE YOUR DATA WITH ANYONE ELSE?

Where you make a booking or booking enquiry, appropriate personal data will be passed on to the relevant suppliers (such as hospitality providers, airlines, hotels, car hire companies etc) and any other third party (such as banks and/or credit card companies) who need this information so that your chosen arrangements can be booked and provided or your booking enquiry answered. Once your booking has been made, your personal data 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 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 purpose of providing their services and does not collect any personal data from you in the course of 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 your personal data being passed on to the relevant suppliers and other third parties.

5. 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.

6. WHAT ARE OUR MARKETING PRACTICES?

We would like to keep you up to date with our latest offers, partnerships, sales, promotions, competitions that we think might be of interest/relevance to you. We may send you marketing based upon our business to business relationship or if you have specifically provided us with your consent and then have not asked us not to send this. You can ask us not to send you marketing at any time by clicking on the 'unsubscribe' link included in all of our Newsletter e-mails, or by contacting us.

7. HOW LONG CAN WE RETAIN YOUR PERSONAL DATA?

We will only keep your personal data for as long as necessary to fulfil the purpose we collected it for, including for the purpose of satisfying any legal accounting or reporting requirements. We operate a data retention policy and look to find ways to reduce the amount of information we hold and the length of time we hold it for. By law we have to keep basic information about booking and our customers for six years for legal claims and tax purposes.

You can withdraw your consent to receiving marketing material or other communications from us, either generally or in any particular way, at any time by e-mailing us at secretary@tatlocks.com, alternatively you can telephone us.

8. CAN THIS POLICY BE CHANGED?

Yes, from time to time we may need to make changes to this privacy policy. 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 policy will be on our website.

Any queries regarding our privacy policy may be emailed to secretary@tatlocks.com

Last updated 24.05.2018