

# Wandering Aengus Treks Privacy Policy

## Our Commitment to Your Privacy

Your privacy is important to us. Wandering Aengus Trek's Privacy Policy lets you know how we use your personal information: what information we collect, how we collect it and store it, what we use it for and who we may share your personal information with. We are committed to keeping your information safe and secure. We will only use the information that we collect about you lawfully, in accordance with current data protection legislation. For the purpose of the General Data Protection Regulation 2018, the data controller is Wandering Aengus Treks of Fellside End, Fellside, Caldbeck, Wigton CA7 8HA

## When do we collect Personal data about you?

We collect personal information about you when you book our holidays using our website, or when you contact us directly by phone or by email.

## What information do we collect from you?

- When you contact us directly about our holidays, we will record details of your enquiry along with your name and contact.
- When you make a booking with us we will need to collect additional information from you such as your dietary requirements and room type preferences.
- After booking your holiday we may contact you to collect further appropriate personal information such as your age, any medical conditions, travel insurance and emergency contact details.

## What do we use your personal information for?

We use the information that we hold about you in the following ways:

- To provide you with the information, products or services as requested by you
- To manage your holiday bookings and provide you with all the relevant services, enabling us to carry out your booking contract with us.
- To communicate with you and manage our relationship with you
- To personalise and improve your customer experience

***If you do not agree to us using your information, then we are unable to engage/do business with you or accept your booking.***

## How do we keep your personal information secure?

When you book your holiday online, we use the latest SSL technology which encrypts your booking information before it is sent. No financial information is collected on our booking form. All online financial transactions between you and Wandering Aengus Treks are conducted through the secure financial portal of Paypal. Wandering Aengus Treks does not receive any payment details other than the amount you have paid and the email address used. For financial transactions made directly to our bank we will record information you supply to identify the payment.

## Who do we share your personal data with?

In order to facilitate your holiday arrangements, we will need to share specific items of your personal information with our suppliers such hotels and transfer companies. We only share information which is relevant to the proper provision of the services we have contracted to supply to you.

***We will not pass any information onto any person who is not responsible for part of your holiday arrangements.***

## 'Sensitive' Personal Data

Certain categories of personal information are considered to be 'sensitive personal data' under the General Data Protection Regulation 2018. Generally we limit the circumstances where we need to store any sensitive personal data. However this may occur because:

- You have requested specific dietary requirements which may imply or suggest that you hold particular religious beliefs or have a particular medical condition
- Your requested rooming arrangements may imply or suggest your sexual orientation
- You have informed us of a medical condition that may affect your ability to participate in your chosen holiday

## How do we store your personal data and how long do we keep it?

All information that you provide to us is stored on remote datacenters, transmitted through SSL/TLS connections providing latest AES standard encryption, and access is protected by two stage authentication. We will not hold your information longer than is necessary to facilitate our relationship with you as our client. If at any time you wish your information to be deleted from our system, please contact us at [customerservices@wanderingaengustreks.com](mailto:customerservices@wanderingaengustreks.com).

## Requesting a copy of your personal information

You are entitled to a copy of your information held by us. If you would like to see this, please contact us at:

[customerservices@wanderingaengustreks.com](mailto:customerservices@wanderingaengustreks.com). We will provide a copy of your information held by us within 30 days of a request.

## Wandering Aengus Treks Website

No personal information is collected when you use our website other than when you complete our online booking form.

We use a web analytics tool to analyse site usage, how our users arrive at our site, what they do on the site, what browser they are using and on what operating system etc. However, this analytics data, collected via a JavaScript tag in the pages of our site, is not tied to any personally identifiable information.

## Updates to our Privacy Policy

We review our Privacy policy regularly and any revisions will be posted directly to the policy on our website.

***Our Privacy Policy applies to you and is available on our website. In all your dealings with us on behalf of others you represent, you must ensure that they are aware of the content of our Privacy Policy and consent to your acting on their behalf.***