

# FENN HOLIDAYS PRIVACY POLICY

## Overview

Fenn Holidays takes the security and privacy of your data seriously. Our full contact details are:

Full name of legal entity: Fenn Holidays Ltd

Name or title of data privacy manager: Peter Fenn

Email address: info@fennholidays.co.uk

Postal address: Fenn Holidays Ltd, Whittlesey Road, March, Cambridgeshire. PE15 0AG.

Telephone number: 01354 653329

We need to gather and use information or 'data' about you as part of our service to our membership and to manage our relationship with you. We intend to comply with our legal obligations under the *Data Protection Act 2018* (the '2018 Act') and the *EU General Data Protection Regulation* ('GDPR') in respect of data privacy and security. We have a duty to notify you of the information contained in this policy.

**Special Categories of Data** we do not hold or process special categories of personal data. Special categories of personal data are types of personal data consisting of information as to:

- your racial or ethnic origin;
- your political opinions;
- your religious or philosophical beliefs;
- your genetic or biometric data;
- your health;
- your sex life and sexual orientation; and
- any criminal convictions and offences.

## What personal information do we ask for?

Whether you make an enquiry, request or booking, we will usually ask for name, address, email address and telephone number. If making a booking for travel outside the UK and the airline, ferry or hotel requests it, we will also require your passport number. For all bookings we also require the date of birth for all persons travelling. If you choose to pay by credit/debit card we will also require these details which will be destroyed once payment is taken.

## Why we collect it?

We will process your personal data (including special categories of personal data) in accordance with our obligations under the 2018 Act.

We require these details in order to carry out our obligations to you and to provide an effective service, and to arrange travel and other services you are requesting. Also to communicate with you regarding your booking, to notify of any changes to our services, and to provide answers to any of your own queries. We may also need to collect more sensitive personal data such as any medical conditions, disabilities and special requirements dependent on the type of holiday you are booking. We will also use your details to provide you with information about products, services and

promotions that may be of interest to you, usually in our twice-yearly brochure, by email or by mailed flyer. This will always be sent to the contact name that made the request/booking.

### **Will we share or disclose any of this personal information?**

We will not share your personal data unless we have to. When making a travel booking, some of the personal data you provide will need to be passed to and processed and stored by relevant third parties, such as airlines, ferries hotels and transport companies to facilitate your booking. Some of these parties may be based outside of the European Economic Area (EEA). Organisations that are based outside of the EEA may not be subject to the same level of controls in regard to data protection as exist within the UK and the EEA. In order for you to travel overseas, we may be required by law to disclose some of your personal data to government bodies or other authorities in the UK and in other countries, such as those responsible for immigration, border control, security and anti-terrorism. For bookings to the United States of America (CITO) please note that in accordance with an International Agreement between the European Union and the United States, we are required to transfer to the US Department of Homeland Security certain travel and reservation data about passengers flying between the European Union and the United States of America.

### **How do we protect customer information?**

All the information you provide us with online is protected by a secure server. Any credit/debit card details will be destroyed once payment is made. We will never share your private details with anyone else, unless as specified above to facilitate your booking.

### **Cookies**

We do not use cookies to identify individual users and store personal information. You can choose to accept or decline cookies. Most modern browsers will now automatically accept cookies but you can turn this off using your browsers settings panel, however this may limit the website from working as it is intended. We use cookies to enhance our user's experience, and some of the process that benefit from cookies are; monitoring traffic and user behaviour to help deliver improvements to our service.

### **Data Retention periods**

We will hold your personal data for as long as required to deliver the products and services you have requested or shown an interest in. This includes; If you are an existing customer, information which relates to previous bookings and/or quotes will be kept for 5 years. Your email address will be retained indefinitely for marketing and will enable us to keep you updated with our latest special offers and destination updates. You can opt-out of this service at any time.

### **YOUR RIGHTS Accessing your information**

You have the right to information about what personal data we process, how and on what basis as set out in this policy. You have the right to access your own personal data by way of a subject access request. You can correct any inaccuracies in your personal data. To do so you should contact the Data Privacy Manager in writing, contact details are listed above. You have the right to request that we erase your personal data where we were not entitled under the law to process it or it is no longer necessary to process it for the purpose it was collected. To do so you should contact the Data Privacy Manager in writing, contact details are listed above. While you are requesting that your personal data is corrected or erased or are contesting the lawfulness of our processing, you can apply for its use to be restricted while the application is made. To do so you should contact the Data Privacy

Manager in writing, contact details are listed above. You have the right to object to data processing where we are relying on a legitimate interest to do so and you think that your rights and interests outweigh our own and you wish us to stop. You have the right to object if we process your personal data for the purposes of direct marketing. You have the right to be notified of a data security breach concerning your personal data. In most situations we will not rely on your consent as a lawful ground to process your data. If we do however request your consent to the processing of your personal data for a specific purpose, you have the right not to consent or to withdraw your consent later. To withdraw your consent, you should contact the Data Privacy Manager in writing, contact details are listed above, or you may use the unsubscribe button.

You have the right to complain to the Information Commissioner. You can do this by contacting the Information Commissioner's Office directly. Full contact details including a helpline number can be found on the Information Commissioner's Office website ([www.ico.org.uk](http://www.ico.org.uk)). This website has further information on your rights and our obligations.

We are a Data Controller, and we are notified with the UK Information Commissioner. Under UK Data Protection legislation, you are entitled to see a copy of the personal information that we hold about you and how it is being used. If you wish to do so, please send us your request in writing, signed and dated to: The Data Controller, Along with: Your full name and address and a photocopy of your passport or driving licence. If you would like to update any of your details or be removed from our database at any point, you can contact us in writing or email us at [info@.....](mailto:info@.....)

### **Complaints**

If you have a complaint with the way in which we have handled your personal data, please contact us. You have the right to complain to a supervisory authority; in the UK this is the Information Commissioner [www.ico.gov.uk](http://www.ico.gov.uk).

### **Stop Marketing**

To unsubscribe from email marketing from us you can click on the unsubscribe mechanism on all marketing emails or send us an email at [info@fennholidays.co.uk](mailto:info@fennholidays.co.uk) and ask us to cease using your personal data for the purpose of direct marketing.

### **Changes to our privacy policy**

We reserve the right to update or alter this Privacy Policy from time to time without prior notice.