

PRIVACY POLICY LOCH LOMOND TRAVEL

Loch Lomond Travel based at Suite 2/3 Second Floor, 22-24 Blythswood Square, Glasgow, G2 4BL company registration SC779291 will not pass your personal details to any third-party companies, which is in compliance with the Data Protection Act 1998.

INTRODUCTION

We take your privacy very seriously and we ask that you read this Policy carefully as it contains important information on:

- the personal information we collect about you;
- what we do with your information; and
- who your information might be shared with.

THE GENERAL DATA PROTECTION REGULATION (GDPR) (Regulation (EU) 2016/679)

came into force on 25 May 2018 and impact show companies collect, store and use your personal information. Tartan Travel is fully compliant.

On the basis that we sell our holidays directly to the general public, we use booking and enquiry information to facilitate contacting customers and enquirers to advertise our products. Our experience is that these communications are well received. However, anyone who prefers not to receive them can indicate their wish to unsubscribe and this will immediately be honoured.

This method of direct marketing is a core part of our operation as a business and constitutes “a legitimate interest” in accordance with the regulations and provides the legal basis for processing an individual’s booking and enquiry data for the purposes of marketing.

SAFEGUARDING INFORMATION

We understand and respect the importance of your privacy and we are committed to safeguarding your personal information – we take all reasonable steps to have appropriate security measures in place. In providing our service to you, we must collect personal information from you and this policy outlines how we treat your personal data after it has been collected by any of our channels, which include our website, call centre, and any future digital services or channels as they evolve.

WHAT PERSONAL INFORMATION WE COLLECT

We collect personal information about you when you register with us, book with us, contact us or when you submit a response to an online questionnaire on our website.

We may collect the following personal information:

- a) full name
- b) postal address
- c) email address
- d) telephone numbers
- e) date of birth
- f) loyalty membership details
- g) dietary requirements – this is only collected if you make a booking with us
- h) disability information – this is only collected if you make a booking with us
- i) special request / room requirements – this is only collected if you make a booking with us
- j) next of kin details – this is only collected if you make a booking
- k) insurance details – this is only collected if you make a booking and do not take out a policy with us
- l) payment information
- m) passport details - this is only collected if you make a booking with us.

Please note that when you make a booking on behalf of others (e.g. members of your family, including children) we may collect the above personal information about such other individuals.

You confirm that you are authorised to provide such personal information to us and will to the extent necessary provide a copy of this privacy policy to such other individuals for their attention.

HOW WILL WE COLLECT THIS INFORMATION?

We will only collect personal information from you by specifically asking for it:

- When you purchase a product or service from or through us;

- When you subscribe to our newsletter;
- When you speak to any of our team;
- When you complete a survey or enter a competition.

HOW WE USE AND RETAIN THE PERSONAL INFORMATION WE COLLECT

We may retain your and your travelling companions' names, email addresses, postal addresses, phone numbers and dates of birth (where provided) and use this information for the following purposes:

1. to complete your booking with us, manage your booking and complete any subsequent bookings you make with us;
2. to send you notifications and communicate with you generally;
3. to contact you about special offers, brochures, new holidays, forthcoming events, surveys or competitions. If you do not wish to receive such communications, you may ask us to stop at any point by contacting us at Suite 51, 93 Hope Street, Glasgow, G2 6LD.
4. to disclose to the providers of the services making up your booking
5. to disclose some information to third parties in relation to customer services, credit card processing or other services;
6. to disclose your information where required by law, where such a request is made by a legal authority;

We have taken all reasonable steps to have appropriate security measures in place to protect your information. Outside the European Economic Area, controls on data protection may not be as full as the legal requirements in this country. The transmission of information via the internet is never completely secure. We exclude liability for personal data lost in transmission to the website.