



Our Privacy Policy

The personal data we keep about you is important to us and our privacy policy is stated below to try to make things as simple as possible. We take this responsibility seriously and in line with current GDPR regulations. Please take time to read through this carefully and for the purposes of the GDPR regulations if you have questions please get in touch with the Data Controller at info@eveexpeditions.org.uk, This document states:

- What types of personal information we collect
- How we collect it
- What we use it for
- Who we may share your information with

Your personal data means any information that relates to you which allows us to identify you such as your name and contact details when you interact with us on our website or facebook.

1. When do we collect this data?

- When you make a booking with us to travel on one of our holidays or take part in one of our experiences.
- Where you have filled in part of the booking form and not completed the booking.
- When you interact with us on facebook by making a comment.
- When you provide us with feedback about an accident or incident on the trip.
- If you give us your phone number or email address at a marketing event.
- You contact us directly by phone.
- When you interact with us on the website, this automatically collects data using server logs and cookies.

2. What information do we collect?

We only collect this data as you have a direct interest in eve expeditions.

- When completing an online booking form, we will ask you for your first name and last name, email address, mobile phone number, age and any medical details, insurance, emergency contact details and information relating to dietary

requirements. The person completing the main booking must be over 18 and we do not collect a child email address.

- When completing a request for online information such as our e-guide we will take basic information, your full name, email address and contact number
- If you sign up for a newsletter or email marketing will take your name and email address. You can opt out of these at any time by sending us an email or unsubscribing at the bottom of the marketing email.

3. What do we use your personal information for?

- To provide you with information through emails or on the phone about the holidays or experiences you have booked.
- To notify you about any changes to the itinerary.
- To manage your holiday or experience booking with the relevant third-party suppliers such as accommodation, transport and activity suppliers.
- To provide you with special assistance where you have given us your consent.
- To communicate with you by email or phone.
- To manage our database to ensure you only receive the correct information.
- We will need your personal information as listed above to process your booking and to ensure we have all your necessary medical details.
- To provide you with the best possible customer experience.
- To partake in competitions, draws or surveys or to study how customers use our business to develop our business.

4. Marketing

We do marketing for our latest news, offers, events, sales, promotions and competitions and will only send these to you if you have signed up to receive our marketing information or where you have made a booking with us and then have not told us that you don't want to hear from us again.

We may also ask for any testimonials or feedback to be used on the website. We will ask your permission before we use any quotes.

5. Images of you on our holidays or experiences

On some of your holidays or experiences we would like to take photos or videos for marketing purposes for our website or for the notes which detail more information about the holiday or experience. We will notify you by email in advance and please let us know if you are not willing to be included in these images. These images are stored digitally.

We may at a future time allow people to share their images online on our website or facebook site. Again, please let us know if you are happy for you to be included so

we can keep a record of this. If you feel that you have been included in any images against your will please let us know and we will remove these images from our database, facebook and website.

6. Who do we share your information with?

- On our website and facebook we may have links to other partners which sell goods and services and these partners have their own privacy policy information. So please check this information before you share any personal details with them.
- We use third party suppliers such as accommodation, transport and activity suppliers, who will need to know your name, age and any medical or dietary requirements.
- Insurance companies
- Any 24 medical information service company which offers 24-hour doctor support
- Security or any other business interests to ensure our database is up to date
- Courts or other advisors – accountants, legal and regulatory authorities to protect any rights of our employees or freelance staff
- If we merge or acquire any other business
- If we organise any trips outside of the UK or outside of the EC where they need your name, age and any dietary requirements to make a transport or accommodation booking.

7. How long will we keep your personal information for?

- We keep your information stored digitally so we can make bookings with our third-party suppliers and follow up any feedback after the trip. We will keep your details on our database to keep you informed of any new holidays or experiences if you have requested to opt into receiving this information. If at any point you would like to opt out of these communications, please email us and we will amend your preferences.
- We keep your data legally for tax purposes for 6 years

8. How secure is your data?

- Our booking system is done through Bookwhen who also have a privacy policy and they do not share any data with any outside agency
- Any online payment is made through World Pay so we do not record or store any payment details directly.

9. Your rights

- You can request a copy of your personal data at any time. You are entitled to see a copy of any information held by eve expeditions. If you would like to see then please contact us at info@eveexpeditions.org.uk.

- You have right to correct any data that you feel is incorrect
- To be advised on how we use your data
- To request to stop receiving any information from us
- You can unsubscribe to any emails by contacting us, by checking the applicable boxes on our website or my unsubscribing to any marketing emails at the bottom of the email.

10. Changes to our Privacy Policy

We review our privacy policy regularly and any revisions will be posted up directly onto this website.

11. Any complaints about this privacy policy

- Please contact us in the first place and if we unable to resolve your concerns then you have a right to make a complaint through the Information Commissioners Office (www.ico.org.uk).

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