



Group Tours by Coach and Air

## PRIVACY POLICY

We know how important it is to look after and manage personal data. We take appropriate security measures to help protect it from accidental loss and from unauthorised access, use and disclosure. We want our clients to be confident that data is safe and secure with us, and to understand how we use it.

In order to process a booking and ensure that travel arrangements run smoothly and meet client requirements, we need to collect and use information such as passenger/client name, address, passport number, date of birth, special needs, special dietary requirements and similar.

The information we require can vary depending upon, amongst other things, the travel destination and the type of services being utilised. It may be passed to our suppliers including hotels, visitor attractions, airlines and other transport companies. The information may also be provided to security or credit checking companies and it may be mandatory to, directly or indirectly, pass it on for immigration, border control, security and anti-terrorism purposes.

If we cannot pass on the necessary personal information we cannot provide the booking. In making a booking with Norman Allen Group Travel (NAGT) our clients consent to this information being passed on to the relevant persons.

Where the travel destination is outside the UK and outside the European Economic Area (EEA), controls on data protection might not be as strong as those legally required in the United Kingdom.

When we share personal data with other organisations we require them to keep it safe.

When personal information is provided to a client of NAGT, a supplier of NAGT, a group travel organiser or an agent of NAGT, it will be subject to their data protection policy.

Any person or company supplying NAGT with other people's personal data must be sure that they are allowed to provide it and that the person agrees it can be passed to us. They should also ensure that, where appropriate, they understand how their personal data may be used by us.

By providing your data, you consent to the use, processing, storing, transferring and disclosing of your information and data referred to in this policy for the purposes set out in this privacy policy.

### Queries, Requests or Concerns

If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time.

If you believe that any information we are holding on you is incorrect or incomplete, please let us know so that we can make the necessary correction.

You have the right to request that your personal data is deleted.

If we hold your personal information you are entitled to a copy. If you would like to see this, please contact us.



To exercise all relevant rights, queries or complaints in relation to this policy or any other data protection matter between you and us, please in the first instance contact our GDPR Representative by email at [normanallen@group-travel.com](mailto:normanallen@group-travel.com) or write to us at Portfield House, Daws Road, Hereford HR1 2JJ

If you have a complaint which is not resolved to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](#) on 03031231113 (further methods of contact are detailed on the web site).

*NAGT Ltd June 2023 (prm)*