

C & J TOURS Ltd

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DATA PROTECTION - GDPR PRIVACY NOTICE (April 2018)

Dear Customer,

With effect from the 25th May 2018 a new set of data protection laws come into effect, replacing the outdated Data Protection Directive from 1995. These new laws will be known as the General Data Protection Regulation, or simply GDPR. It is a new set of rules governing the privacy and security of personal data laid down by the European Commission. The GDPR is intended to give power back to European citizens over how their data is processed and used.

Consent

Whilst the changes in the data protection laws are all well and good for the individuals, they have serious implications for businesses with huge fines for businesses that do not comply with the new laws. In order for C & J Tours Ltd to comply with the changes we are required to give you as an individual the right to know that C & J Tours Ltd have a lawful basis for processing your data, give you the right to access this information, to have it rectified or erased, and give you the right to restrict or object to C & J Tours Ltd using the data. More importantly, C & J Tours Ltd now requires your consent in order that C & J Tours Ltd can store and process your data. Therefore C & J Tours Ltd politely asks you to complete and return a Consent Form. Failure to do so will mean that C & J Tours Ltd will be unable to store and process your data and as such we will be unable to provide you with any further Excursion Leaflets or Holiday Brochures or for you to be able to book on any of our future excursions or holidays.

Our Privacy Promise

This privacy notice is to let you know how C & J Tours Ltd looks after your personal information and tells you about your privacy rights and how the law protects you.

C & J Tours Ltd promises to keep your data safe and private, not to sell your data and to give you ways to manage and review if you would like to continue to receive our Excursion Leaflets and Holiday Brochures at any time.

C & J Tours Ltd will not use your personal details to make automated decision-making including profiling.

If you have any questions, or want more details about how we use your personal information, you can write to us using the contact details at the top of this Privacy Notice. The Data Protection Officer for C & J Tours is David Houghton.

If in the unlikely event of a data breach C & J Tours Ltd will notify you immediately as well as notifying the Information Commissioner's Office (ICO).

Lawful basis for processing personal data

In order for C & J Tours Ltd to operate we need your personal data in order that we may send you our Excursion Leaflets and Holiday Brochures. This data is secured stored on our computer. You can instruct C & J Tours Ltd to stop sending you our Excursion Leaflets and Holiday Brochures by contacting us at any time. In order for C & J Tours Ltd to book you on any of our excursions or holidays we need to process your personal data and possibly pass it on to third parties such as hotels, restaurants, agents, ferry companies and to public authorities such as Customs & Immigration and Fraud Prevention Agencies as required by law. This information is stored on our computer until the excursion or tour has departed then it is deleted. We also need to put this information on paper to send to you as a confirmation of booking, copies are securely kept in our office.

For insurance purposes along with safety and security reasons, our coach is fitted with CCTV. Images will only be used to investigate any incident and will then only be used by C & J Tours Ltd, the insurance company and the police. Under normal circumstances images will not be viewed and will automatically be deleted.

Individuals' Rights

How long we keep your personal information - we will keep your personal information for as long as you are a customer of C & J Tours Ltd. In order that we keep our records up to date, we may periodically ask you to confirm your personal details and whether or not you still wish to receive our Excursion Leaflets and Holiday Brochures. We will also ask you to do this if there are changes in the law or regulation. Personal data given to C & J Tours by you on our holiday booking forms and forwarded to you from C & J Tours on our excursion confirmation forms will be kept in paper form only for up to 7 years in order to respond to any questions or complaints, to show that we treated you fairly and to maintain records according to rules that apply to us. After this time information in this form is then destroyed.

How to get a copy of your personal information - you can access your personal information we hold by writing to us using the contact details at the top of this Privacy Notice. C & J Tours Ltd must respond to your request within 30 days and no charge will be made. However, C & J Tours Ltd can refuse or charge for requests that are manifestly unfounded or excessive. C & J Tours Ltd will tell you if this is the case and you will have the right to complain to the ICO.

Letting us know if your personal information is incorrect - you have the right to question any information we have about you that you think is wrong or incomplete. Please contact us using the contact details at the top of this Privacy Notice if you want to do this. If you do, we will take reasonable steps to check its accuracy and correct it.

What if you want us to stop using your personal information? you have the right to object to our use of your personal information, or ask us to delete, remove or stop using your personal information if there is no need for us to keep it. This is known as the 'right to object' and 'right to erasure', or the 'right to be forgotten'. You can ask us to restrict the use of your personal information if it is not accurate; it has been used unlawfully, but you don't want us to delete it; it is not relevant anymore, but you want us to keep it for use in legal claims; or if you have already asked us to stop using your data, but you are waiting for us to tell you if we are allowed to keep on using it. If you want to object to how we use your data, or ask us to delete it or restrict how we use it, please contact us in writing using the contact details at the top of this Privacy Notice.

How to withdraw your consent - you can withdraw your consent at any time. Please contact us in writing using the contact details at the top of this Privacy Notice if you want to do so. If you withdraw your consent, C & J Tours Ltd will be unable to offer our holidays and excursions to you.

How to complain - please let us know if you are unhappy with how C & J Tours Ltd have used your personal information. You can contact us in writing via the contact details at the top of this Privacy Notice. You also have the right to complain to the Information Commissioner's Office. Find out on their website how to Report a Concern. C & J Tours Ltd is registered with the ICO and our registration number is ZA170509

Future formats for sharing data: When the GDPR comes into force you will have the right to get your personal information from us in a format that can be easily re-used. You can also ask us to pass on your personal information in this format to other organisations.

Dave & Tina Houghton,
Directors, C & J Tours Ltd.



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