

## **Our privacy policy**

When you contact Africa Untouched ("us" or "we"), we will ask you for certain information, and this privacy statement explains how we use and protect this data. This statement is dated September 2018, but we may change it from time to time by updating this page. If it materially affects the data we hold about you, we will notify you directly.

### ***The data we collect***

When you ask us to organise a holiday for you, we may collect and store some or all of the following information:

- Your name and those of other people travelling with you
- Your postal address, email address, telephone number(s) and other relevant contact details
- Information relating to your planned holiday, including your interests, preferences and other information which may affect your booking
- Information required for bookings, including your passport details and credit or debit card details
- Information such as emergency contact numbers, travel insurance, any special requirements (such as visas)

This information is known collectively as your "personal data". As the data controller – in accordance with the 1988 Data Protection Act 1998 [DPA] and the 2018 General Data Protection Regulation [GDPR] - we have strict security procedures to help prevent unauthorised access to your personal data.

### ***Information collected from your visit to our website***

When you visit our website, we automatically collect various information about your visit such as your IP address, the browser you use, the dates and times of your visit, the pages you visited and so on. We use cookies to collect this information, which does not actually identify you as an individual user, but if you do not wish us to use cookies for your visit, please email us - [dataprotection@africauntouched.co.uk](mailto:dataprotection@africauntouched.co.uk) - or change your browser settings.

### ***Information about third parties***

If you give us information about third parties such as family members or friends travelling with you, we will assume that you have obtained all relevant consents. We will follow our privacy policy with this third-party data, in the same way as we treat your information.

### ***How we use your information***

We use your information to provide the holiday that you request. For example, we use your contact information to get in touch with you, and any personal data to make sure that your holiday meets your needs. We only share your information with suppliers such as airlines and hotels involved in providing your holiday, so that we give you the

best possible service. We don't sell, rent or otherwise share your data with anyone else for marketing purposes.

We use your credit or debit card details in connection with payment for your holiday or, with your permission, for any relevant refunds. We keep all of your information securely, and only for a limited time, usually until your holiday is over, when we will delete it. We may, with your permission, send you marketing material about Africa Untouched; if you would like to stop receiving this, you can tell us by email, phone or in writing by post.

We only use your data in a legitimate way to make sure that we can plan the right holiday for you, and we always make sure that your rights are fully protected.

### ***Information sent outside the EEA***

Our holidays are provided outside the European Economic Area (EEA) so we sometimes have to send or provide your personal data to areas where there is not the same legal protection as in the EEA. For example, we will need to give your details to local service providers such as camp owners or airlines. We will make every effort to protect your personal data, including requiring non-EEA providers to sign binding contracts relating to your privacy and data security.

### ***Your personal data rights***

You have certain rights in law concerning the information that we hold about you, including:

*Access* We will, at your request, give you access to any personal data that we hold about you, and give you a printed copy if necessary.

*Correction* If the personal data that we hold about you is inaccurate or incomplete, we will correct these errors and/or omissions.

*Cessation* You have the right to tell us not to process any information about you if you have reason to believe it will cause you or anyone else damage or distress.

*Deletion* We will delete all of your personal data once we have no need to use it (for example, once your holiday is over and you are back home) unless you have told us that you would like us to tell you about future holidays or special offers.

*Objection* You have general rights to ask us not to process your personal data for reasons other than organising your holiday (such as use of your data in direct marketing). We will respect these rights fully.

### ***Contact or complaints***

We are committed to protecting and respecting your privacy. If you have any questions, requests, complaints or other comments about our privacy policy or the

way we handle your personal data, please email [dataprotection@africauntouched.co.uk](mailto:dataprotection@africauntouched.co.uk). We will endeavour to reply within 24 hours.

If you are dissatisfied with our response, if you have any complaints about our privacy policy, or if you object to the way in which we use your personal data (including that of relevant third parties) you can contact UK Information Commissioner by phone (0303 123 1113) or via the ICO website - <https://ico.org.uk/>.