

OUR PRIVACY POLICY

Mike Coles Travel also known as Mike Coles World Wide Travel

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This privacy policy sets out our approach to the personal data we collect from or obtain about you. If you have any queries in relation to this privacy policy, please contact mike@mikecolestravel.co.uk

What is the purpose of this privacy policy?

At Mike Coles Travel we are very serious about protecting your privacy. This privacy policy explains what personal data Mike Coles Travel may collect from you and why and what we will do with this data. This policy also tell you about some of the key rights which you have under the data protection laws. From 25 May 2018 onwards, you and your personal data will be protected by the EU general Data Protection Regulation (known as GDPR)

What do we do with your personal information?

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we need to use the information you provide such as name, address, e mail address, any special needs/dietary requirements, passport information etc. The personal data we collect may include credit/debit card or other payment information.

You may provide personal data to us in various ways. This may be provided over the telephone, online through our website or in e mails. Additionally, in order to allow you to experience a more personalised service when you visit our website or by telephone conversation, we may find out about your interests.

We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as your tour operator, airlines, hotels, transport companies, public authorities such as customs/immigration if required by them, or as required by law.

Please do not provide your personal data to us if you are not happy for us to process this information in accordance with this privacy policy.

Additionally, where your holiday is outside the European Economic Area (EEA), controls on data protection in your destination may not be as strong as the legal requirements in this country. We will not however, pass any information onto any person not responsible for part of your travel arrangements. This applies to any sensitive information that you give to us such as details of any disabilities, or dietary/religious requirements. (If we cannot add this information to the relevant suppliers, whether in the EEA or not, we cannot provide your booking. In making this booking, you consent to this information being passed on to the relevant persons.)

Usually your tour operator or other principal will pass this information onto their suppliers once we have provided it to them. The tour operator or other principal's use of your information is subject to their policy, both in respect of your booking and any future marketing, and is their responsibility. Please ask either us or them for a copy of this if you would like to see it. Our data controller is Mike Coles.

Marketing

We do not send out regular marketing communications but occasionally may have details of special offers or products which we may think to be of interest to you. By accepting this Privacy Policy you accept that we may contact you in this respect. Unless you expressly ask not to be contacted in this way when you make your booking with us. If you do not wish to receive such approaches in the future, please contact and advise Mike Coles accordingly at mike@mikecolestravel.co.uk

Your Information

Your information will be held for our internal use to allow us to improve the services and products we offer, your customer experience, and to enable us to comply with our contractual obligations. You are entitled to a copy of your information held by us. If you would like to see this please ask us.

How can you find out what information we are holding about you?

You have the right to ask us in writing for a copy of the information which we hold about you. Any request should be addressed to Mike Coles Travel, 29, Sydney Road, Exeter EX2 9AH. If you believe that any of your personal information that is held or being processed is incorrect then please contact us immediately at the above address or by e mail below. Any information found to be incorrect will be corrected as soon as possible.

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you become our customer.

Can you ask us to delete your personal data?

Yes, you can ask us to remove your personal data in certain circumstances for example where you have withdrawn your consent to our further using this for marketing purposes. However this is not always the case.

Third Party Links

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these links sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

Your response

By returning or submitting a form with your personal information to us, you consent to: Our processing your sensitive personal data such as personal details as described above.

Can this privacy policy be changed?

If we decide to change our privacy policy, we will post these changes on this page. These may be required as a result of changes in data protection laws or in the guidance issued by ICO (the Information Commissioner's Office) or where we make changes to our procedures. The latest version of this policy is shown here on this page.

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