

Wildlife Travel Privacy Policy



An individual's confidentiality is protected by the Data Protection Act 1998 and, from 25th May 2018, the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) and the Privacy and Electronic Communications Regulations 2016 (PECR). This Privacy Policy describes how and why we obtain, store and process data which can identify you ('Personal Information'). We may update this policy from time to time and shall indicate on our website (<http://wildlife-travel.co.uk/>) when changes have been made.

Any references to Wildlife Travel or to 'we' or 'us' refer to Wildlife Travel Ltd. Wildlife Travel Ltd is a company registered in England and Wales: registration number 2237697.

Personal Information (Personal Data)

The Personal Information we are referring to is the personal contact details and any other personal information that you disclose to us through any contact with us, whether by telephone, email or post, or via our website.

We will only ever collect, store and use your personal data when we have an identified purpose and reason to do so. The ICO (Information Commissioner's Office) refers to this as a 'lawful basis'. Further information about why we collect your Personal Data is outlined below. The Personal Information we collect via our website is clearly set out on the webpage on which we collect it.

Data we collect

The contact details we ask you for are your postal address, email address and contact telephone number. All three are optional and you can request that we delete any of this information at any time.

When enquiring about our holidays we may ask you about your wildlife interests in order to help you decide if a holiday is suitable for you. This information is also asked for when you book a holiday. Provision of this information is always optional.

In your own interest, when booking a holiday, we ask for details of your next of kin and (if the holiday is outside of the UK), details of your travel insurance (name of company, policy number, emergency medical contact phone number), and passport details. Also in your own interest, when you book a holiday we request your full name and date of birth, and information about your health and fitness. We collect this data from you directly.

Our use of your Personal Information

Wildlife Travel uses the Personal Information you provide us with in the following ways:

When the lawful basis as defined by the ICO is 'contractual':

- ◆ to contact you regarding your own holiday booking
- ◆ to make the required arrangements for your holiday booking including those for health and safety needs

When the lawful basis as defined by the ICO is 'legitimate interest' (e.g. to enable effective functioning of our organisation and being, therefore, a non-consent based ground for data processing):

- ◆ to respond to an enquiry you make
- ◆ to request feedback on your participation in a particular holiday
- ◆ to carry out research and statistical analysis that will enable us to develop the products and services we offer

When the lawful basis as defined by the ICO is 'direct marketing' (this can also be considered as legitimate interest but if the contact is by electronic means/emails, the e-Privacy Directive requires that you opt-in to such mailings):

- ◆ to send you information (including newsletters and updates) about our products or services by email if you have opted in to receive such material in this way
- ◆ to send you information (including newsletters and updates) about our products or services by post

We respect your right to update the way we get in touch with you about our work at any time.

Storage and Retention of Personal Information data

Personal Information supplied by you will be stored securely and the data will be deleted once they are no longer relevant. We will only use and store information for as long as it is required for the purposes for which it was collected. We continually review what information we hold, and delete what is no longer required.

Third parties

We will only disclose Personal Information to suppliers we engage to process data on our behalf (e.g. local guides, hotels) and this disclosure will be limited to information that is needed by them to act in your interests. We may also have a legal obligation to provide Personal Information to government bodies and law enforcement agencies as permitted by law. We may also need to supply Personal Information to successors in title to our business, if that occasion arises.

Otherwise, we do not share Personal Information with anyone else, or sell on Personal Information to any third parties. Wildlife Travel makes every effort to ensure that your details are not used inappropriately.

Permission: Requests for brochures, holiday programmes and other holiday (or Traveller Day) information

If you provide us with your name and address to request a brochure, holiday programme or other holiday (or Traveller Day) information, we will ask you for your permission to include you in (to 'opt in' to) our future mailings. You can choose to receive mailings by either email or post, or both. You will then automatically receive future mailings including newsletters and the following years' holiday information. You can request to be removed from our mailing list at any time.

Permissions: Information supplied by you when booking a holiday

Information you supply on our Booking Forms is treated as being supplied jointly to both Wildlife Travel Ltd and Sunvil International Sales Ltd (referred to as Sunvil Holidays).

Financial information

All financial transactions for holiday bookings are processed and managed by Sunvil International Sales Ltd as they are the Tour Operator for our holidays. Wildlife Travel does not receive or store this financial information other than when passing on such information at the request of those booking when it will be (securely) held temporarily until passed (securely) to Sunvil International Sales Ltd.

Your rights in relation to the Personal Information we hold about you

You can request to be removed from our mailing list at any time, and not receive any future mailings either by email or post, or you can request to receive mailings only by email or by post. You may opt out of receiving information about our products and services by sending us an email at wildlifetravel@wildlifebcn.org, or by contacting us by telephone or post using the details below.

It is your right to know what Personal Information we hold about you. If you would like to view this Personal Information, please do not hesitate to contact us to make a Subject Access Request, to which we will respond within one month. Requests will be subject to proof of your identity. You have the right to contact the ICO if you feel that we are not handling your data in a satisfactory manner.

Internet security

Wildlife Travel uses cookies on its website and the same privacy protection outlined above applies to the website. Cookies are used to store one's session data, with details such as username to identify a user session. These cookies are set to expire after a pre-determined time and are not maintained. Visitors to the website can accept or decline cookies by changing the settings in their internet browser. If cookies are disabled, some features of the website may be affected.

Data transmission over the internet is inherently insecure, and we cannot guarantee the security of data. Only basic information, including email address, should be provided via our website. The website contains links to other websites. Wildlife Travel is not responsible for the privacy policies or practices of third party websites. When you visit our website, certain information is collected that does not identify you personally, but provides us with 'usage data' such as the number of visitors or what pages are visited most often. These data help to analyse and improve the usefulness of the information provided on our website.

If you have any queries about this Privacy Policy please contact us.

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