



GDPR 25th May 2018

The General Data protection Regulation Scheme, or GDPR for short, is being introduced by the Government this year on 25th May 2018. This incentive is to strengthen the law surrounding data protection in the UK.

As part of this process we are updating our processes and procedures regarding how we handle and store your personal information. You may hear from us via email and get asked questions when you telephone us regarding how you would like us to contact you in the future.

We will make it as simple as possible for you to let us know if you still wish to receive our electronic messages, land mail and brochures.

If you are still happy to hear about our holidays and special offers and you are currently signed up to our emailed newsletters, you will soon be asked to read and decide if you would like to continue to do so. We would like to continue to provide you with the opportunity to hear about what exciting breaks and offers we have and this is the most effective way to do so.

Should you currently receive our holiday brochures in the land mail, then you will automatically continue to do so if you have travelled with us within the last 24 months. Should you wish to no longer receive them you can update us of our preferences very easily moving forward.

Please take the time to read our Privacy Policy, should you have any questions, please do not hesitate to contact the Angela Holidays Office.

Our Privacy Policy

Angela Holidays Limited care about how information about you is stored and shared. This Policy explains what information of yours is collected, when it is collected and how we will store, use this information moving forward.

We will not share your information with anyone except as described within this policy.

Our Policy is broken down into the following sections:

1. Information we collect.

We need to take personal data from our customers in order to provide our services, facilitate our trips, tours, holidays and meet regulations where necessary.

It is required that we collect all or some of the following during this process; name, address, contact telephone details, date of birth, bank details, credit/debit card details, passport information.

We will use appropriate measures to protect personal data in compliance with the European General Data Protection Regulation (GDPR) which comes into force on May 25th 2018.

2. Information we share, how & why.

In order to fulfil our tour obligations and meet regulations we need to share some of our customers personal data with a third party, we only share information that is necessary. For example; customer's names are required on seating plans for transport, for bookings, onward travel by air or sea or excursions and experiences.

3. Information we store.

Our systems use software which enables us to store and retrieve personal information for administrative purposes and to facilitate the bookings and payments process.

We will locally store information e.g. name, address, contact telephone details, date of birth, bank details, credit/debit card details, passport information.

We will only keep the data for the time necessary to undertake the services requested by our customers and agents.

During the booking process we will not automatically add your email address to our marketing list unless you specifically request this.

4. Information stored on file (Written or printed documentation)

We are legally obliged to retain documents and information for accountancy purposes for a period of seven years. Anything stored on file which is not related to or required for this will be destroyed

5. Electronic marketing preferences.

If a customer subscribes to our emailed newsletter their details will be stored locally on our system for marketing purposes only, customers can request to stop receiving our email newsletter at any time. We will not share this data with any third parties. If a booking is made with us however or a new brochure requested, personal details and email address may also be saved to our booking system for administrative purposes only.

6. Land mail marketing preferences.

During the booking process customers name and address details will be automatically processed for receiving brochures and special offers through land mail.

Should customers wish to opt out of receiving land mail from us other than items related to their booking they can opt out by contacting the office.

7. Annual audit of data.

On 25th May 2018 Angela Holidays Ltd will delete any personal data dating back over two years on our systems. E.g. Data will only be stored from 25th May 2016 – 25th May 2018 from that point in time. Moving forward Angela Holidays will **annually** repeat this process.