



## Privacy Policy

### Our contact details

*Name:* Beyond-the-Path Adventure

*Address:* 18 Water Tower View, Chester, Cheshire, CH23EA

*Phone Number:* +447850401072

*E-mail:* [info@btpadventure.com](mailto:info@btpadventure.com)

### Introduction

This privacy notice aims to inform you about how we collect and process any information that we collect from you, or that you provide to us. It covers information that could identify you (“personal information”) and information that could not. In the context of the law and this notice, “process” means collect, store, transfer, use or otherwise act on information. It tells you about your privacy rights and how the law protects you.

Our policy complies with the Data Protection Act 2018 (Act) accordingly incorporating the EU General Data Protection Regulation (GDPR).

The law requires us to tell you about your rights and our obligations to you in regard to the processing and control of your personal data. We do this now, by requesting that you read the information provided at <http://www.knowyourprivacyrights.org>

Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

### The type of data we collect



We may collect, use, store and transfer different kinds of personal data about you. Below is the breakdown of these data:

- Your identity includes information such as first name, last name, title, date of birth, and other identifiers that you may have provided at some time.
- Your contact information includes information such as billing address, delivery address, email address, telephone numbers and any other information you have given to us for the purpose of communication or meeting.
- Your financial data includes information such as your bank account and payment card details.
- Transaction data includes details about payments or communications to and from you and information about products and services you have purchased from us.
- Technical data includes your internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
- Your profile includes information such as your username and password, purchases or orders made by you, your interests and preferences.
- Marketing data includes your preferences in receiving marketing from us; communication preferences; responses and actions in relation to your use of our services.

### **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you so we can better understand what you need from us.

We use the information that you have given us in order to

- Manage and improve the website
- Administer and operate your account



- Process your bookings
- Tell you about important changes to the website and our services
- Processing card payments

*Please note:* We never encourage our customers to send card details by email as this is not secure. Information will not be kept for longer than is necessary to fulfil the required operations.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- **Your consent. You are able to remove your consent at any time. You can do this by contacting us at [info@btpadventure.com](mailto:info@btpadventure.com)**
- **We have a contractual obligation.**
- **We have a legal obligation.**

### **How we store your personal information**

Your information is securely stored with us and will never be released to companies outside of Beyond-The-Path Adventure for their marketing purpose.

We keep this information for a limited time after you have travelled – usually about three months – at which point it is deleted from our records. Where and when appropriate, personal data is shredded, and digital records are purged.

### **Your data protection rights**

Under data protection law, you have rights including:

*Your right of access* - You have the right to ask us for copies of your personal information.

*Your right to rectification* - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.



*Your right to erasure* - You have the right to ask us to erase your personal information in certain circumstances.

*Your right to restriction of processing* - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

*Your right to object to processing* - You have the the right to object to the processing of your personal information in certain circumstances.

*Your right to data portability* - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at: [info@btpadventure.com](mailto:info@btpadventure.com) or on mob +447850401072 if you wish to make a request.

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [info@btpadventure.com](mailto:info@btpadventure.com)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.u>