



PRIVACY POLICY

For the purposes of the General Data Protection Regulation (GDPR), we are a data controller. In order to process your booking or respond to an enquiry, we need to collect personal data from you. This will include your name, contact details, travel preferences and special needs/disabilities/dietary requirements that you supply us or is supplied to us, including your social preferences, interests and activities and any information about other persons you represent (such as those on your booking) and you confirm that this information is true. Your information is collected when you request information from us, contact us (and vice versa), make a booking, use our website(s)/apps, link to or from our website, connect with us via social media and any other engagement we or our business partners have with you. You confirm that other members of your party are aware of our booking conditions and this privacy policy and that they consent to your acting on their behalf in your dealings with us. We will update your information whenever we can to keep it current, accurate and complete.

We need to pass on your personal details to the companies and organisations (including Governments) who need to know them so that your trip can be provided (for example airline, hotel, other supplier). Such companies and organisations may be outside the European Economic Area if your trip involves suppliers outside these countries. We will provide third parties with only the personal data they require in order to deliver their services. Other than in relation to government / public authorities (over whom we have no control), we will take appropriate steps which are intended to ensure that anyone to whom we pass your personal data for any reason agrees to keep it secure and only uses it for the purposes of providing their services.

Information (such as health or religion) may be considered “sensitive personal data” under the GDPR. We collect it to provide you with our services, cater to your needs or act in your interest, and we are only prepared to accept sensitive personal data on the condition that we have your positive consent. By booking with us you also agree for your insurers, their agents and medical staff to exchange relevant information and sensitive personal data with us in circumstances where we/they need to act on your behalf or in the interest of passengers or in an emergency.

The personal data required to provide you with your holiday will be deleted not more than two years after completion of the holiday. Contact details and transactional information will be retained in line with legal and regulatory requirements or guidance. Contact details may be used to send you future marketing material. If you do not wish to receive this, please notify us by writing to us at 32 Hawthorn Walk, Newcastle upon Tyne NE4 7HP or by e-mail to info@cyclingsholidays.org

From time-to-time, members of the group and/or suppliers may take photographs and video footage of holidays in progress, including pictures of other members of the group. These pictures may be used in future marketing materials and stored physically and digitally. If you do not wish to be filmed or for your pictures to be taken or used in this manner, please advise your Tour Manager and/or the photographer at the start of your holiday.

You are generally entitled to ask us (by letter or e-mail) what details of yours are being held or processed, for what purpose and to whom they may be or have been disclosed. We promise to respond to your request within 40 days of receiving your written request. If you believe that any of your personal details which we are processing are inaccurate or incorrect, please contact us immediately.