

GENERAL DATA PROTECTION REGULATION- PRIVACY NOTIFICATION

Living With The Lions Sports Travel (LWTL) Privacy Policy sets out what information we collect, how we collect it and how we use it. Our Privacy policy applies to you and is available on our website and through direct contact. When using us you must ensure that all members in your party and everybody you represent is aware of our privacy policy and that you are acting on their behalf in every dealing.

LWTL is committed to protecting your privacy. Should we ask you to provide certain personal information, then you can accept it to only be used in accordance with this policy.

WHAT IS GDPR

GDPR, stands for The General Data Protection Regulation, which is implemented by the Data Protection Act 2018.

WHO WE ARE

When we say 'we', we mean LWTL who is a "data controller" and a "data processor" for the information in this policy. This means we are responsible for deciding how we can use your information.

WHAT INFORMATION MIGHT WE COLLECT FROM YOU

We do our best to keep the information we collect about you to a minimum.

The amount and type of information we collect from you depends on how you are interacting with us. For example, if you are booking a tour with us we will take more information and details from you than if you are just enquiring with us or requesting details.

Details about you: Your first and last name, title, email addresses, telephone numbers, dates of birth, travel preferences or dietary/ disability requirements.

Payment Details: Your bank details and payment card details will be used to make payments relating to a booking you have done with us at time of booking or through bank transfer.

Identification Documents: If you are booked to travel with us on any flight or with a transport provider which requires advance passenger information, your passport including passport number, expiry date and the country that it was issued in, will need to be collected by us in order to fulfil passenger travel requirements (such as issuing flight tickets and visas where applicable for example).

Details about your booking: Details such as where you are flying from and to, any onward travels, which hotels you wish to stay in, excursions you wish to book, details of any special assistance and any other relevant information we need so that we can provide you with the trip or service you have booked with us.

Interactions and Dealings with us: Information from interactions or conversations you have had with us, including enquiries, complaints and feedback.

Special types of data: Sometimes we may need to collect what is known as sensitive data, such as your dietary or disability requirements, this is so we are able to provide you with the necessary support and adjustments to make your trip.

LIVING WITH THE LIONS SPORTS TRAVEL

LWTL House, Rose Cottage, Corse Lawn, Gloucester, GL19 4LY
SUPPORTERS: **01386 808600** SCHOOLS: **01386 808500**
www.livingwiththelions.co.uk
VAT no: **839 3276 96**



YOUR INFORMATION

This refers to a combination of information such as your name, demographic information, contact details, travel preferences and mobility issues/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 or in your party. Your information is collected when you request information from us, contact us, make a booking, or use our website link to connect with us via social media and any other engagement we have with you.

OUR USE OF YOUR INFORMATION

- (1) For the purpose of providing you with our services such as your flights, holiday, security incident/accident management etc., we may disclose and process your information outside of the UK/EEA. For you to be able to travel abroad, it may be mandatory to disclose/ process your information for immigration/border control and any other purpose that country determines appropriate. Some countries will only allow travel by an individual if you provide your advance passenger information (API's). We do these for you as a part of our service, so it may be required to have your passport information
- (2) We may collect and process your information as we act as "data controllers" and "data processors" we may pass your information on to our suppliers who will act as "data processors" on our behalf. These purposes include giving over names, flight details and tour details relating to your individual booking.
- (3) Any suppliers/agents who we pass data on to have a signed contract with Living With The Lions Sports Travel which ensures our suppliers/agents agree to our regulations about your data.
- (4) Your information such as health, and disability may be considered as sensitive personal data. The reason we collect this information from you is to provide our services, cater to your needs and to act in your interest. We will only collect sensitive information with positive consent. By booking with us you agree that ground agents (our suppliers), hotels and airlines may exchange the relevant sensitive personal data and, in circumstances where they need to, act on your behalf in your best interests. Also, you agree for anybody to act on your behalf in an emergency.
- (5) We will not sell, distribute or lease your personal information to third parties. We may use your personal information to send you information about future tours.

If you do not agree to **OUR USE OF YOUR INFORMATION** above, we cannot engage/do business with you or make a booking for you.

YOUR RIGHTS

You have many rights relating to your information.

The right to be advised of how we will use your personal information.

The right to ask us to correct any information you believe to be incorrect.

The right to ask us not to use your information for marketing purposes.

The right to receive a copy of the personal data we hold about you or request that we transfer your information to another service provider.

The right to ask us to stop using your information, but only in certain circumstances

The right to ask us to limit or cease processing or erase information we hold about you in certain circumstances.

The right to withdraw consent that you have provided to us to be able to use your information.

LIVING WITH THE LIONS SPORTS TRAVEL

LWTL House, Rose Cottage, Corse Lawn, Gloucester, GL19 4LY
SUPPORTERS: **01386 808600** SCHOOLS: **01386 808500**
www.livingwiththelions.co.uk
VAT no: **839 3276 96**



HOW LONG DO WE KEEP YOUR DATA FOR?

Personal data shall be kept in a form which permits identification of data subjects for no longer than is necessary.

We will keep any data relating directly to a tour for a relevant period after the tour has returned. We'll keep your contact details for as long as you have a relationship with us. After the relationship ends we'll keep your information (if relevant) where we may need it for our legitimate purposes e.g. to help us respond to queries or complaints. We aim to destroy your data within 6 months of the return date of travel. In some cases, it is not possible for us to specify in advance the periods for which your data will be retained.

SECURITY

We are committed to ensuring that your information is secure. LWTL is excited about the GDPR and the strong data privacy and security principles that it emphasizes.

FOREIGN CONTROLS

Outside of the European Economic Area (EEA), data protection controls may not be as strong as the legal requirements in this country. However, we have data protection contracts set up with our suppliers so that they comply with our standards.

LINKS TO OTHER WEBSITES

Our website contains links to third party websites or micro-sites not controlled or owned by us. For example; Facebook, Instagram and X (formerly known as Twitter). It is your responsibility to check the status of these sites before using them. Please read their applicable terms and conditions, etc. carefully. We cannot be responsible for the protection and privacy of any information which you provide on other sites as these are not governed by this privacy statement.

HOW TO CONTACT US?

The person responsible for overseeing any questions relating to this policy is:-

Gail Gibson
Living With The Lions Sports Travel
LWTL House
Rose Cottage
Corse Lawn
Gloucester
GL19 4LY
gail@livingwiththelions.co.uk

CHANGES TO THIS POLICY

Any changes to this policy will be updated on our website and can be made available on request.

LIVING WITH THE LIONS SPORTS TRAVEL

LWTL House, Rose Cottage, Corse Lawn, Gloucester, GL19 4LY
SUPPORTERS: **01386 808600** SCHOOLS: **01386 808500**
www.livingwiththelions.co.uk
VAT no: **839 3276 96**

