



Marine Travel
time and tide wait for no man



General Data Protection Regulation (GDPR) Privacy Notice

At **Marine Travel** we are committed to protecting and respecting your privacy, that's why we only collect the information necessary for your travel requirements. Your personal privacy is very important to us, and so is being transparent about how we collect, use, and share the information we hold about you.

Marine Travel may change this policy from time to time by updating this page. You should check this page to ensure that you are happy with any changes.

This policy is effective from May 2018.

This policy is intended to help you clearly understand:-

- What information or data we collect about you
- How we use the information we collect from you
- How we share information we collect from you
- How we store and secure the information we collect from you
- How you can access and control the information we hold on you
- How we may transfer information we collect internationally
- How to contact us



What information we collect about you

We collect information about you when either you or your employer provide it to us, when you use our services as explained below:-

We use the information you provide to us to book and manage travel, accommodation, car hire and other related products and services on your behalf and as your travel agent. We use your personal preferences and requirements when coordinating timetables and availability, and your contact details to purchase, deliver and provide notifications of reservations and other communications related to these services. We may collect personal information about you such as:

- Your full name
- Passport details
- Frequent Flyer membership
- Your contact details, including residential/business address, telephone number and email
- Company details (if applicable)
- Payment preferences

While you travel we will use your contact and itinerary information to facilitate your journey and deal with third party suppliers on your behalf, and afterwards the relevant detail of your journey or event feeds into our billing processes. Where you have booked through a business we may provide your journey data and other associated reporting to the assigned business contact for management information.

Our website is owned and operated by us. We collect personal data provided when requests are submitted to join our mail list, request a quote, to receive our company information pack or to participate in any competitions, surveys etc.

All telephone calls are recorded to protect the interests of one or more participants.

How we use information we collect from you

We use information about you to provide our services to you, such as booking and managing travel arrangements and accommodation and car hire.

We use your contact information to send communication via email including confirming your booking, providing itineraries and advise of any delays/cancellations to your travel plans.

Passport details are required by the majority of airlines and tickets cannot be issued without this information. Therefore we will collect and store individual passport details within our Global Distribution Systems (GDS) and use solely for the purpose of issuing tickets. This data will be stored securely within our system and deleted when the passport expires. Providing new passport details will remain the responsibility of the individual booker or their employer.

New details can be sent by using our Traveller Profile Form which can be located at the bottom of our emails or can be provided by our reservations team. This form can be completed and sent electronically.



How we share information we collect

We share information with third party service providers that help us operate, provide, support and market our services. We only provide enough information to fulfill our obligations to provide you with the services and will not share any information without a legitimate and legal purpose.

Passport details will be entered into all flight reservations in order to issue the ticket.

Service Providers include travel providers such as airlines, hotels, rail providers, car rental providers, but may also include platforms such as Global Distribution Systems (GDS) that provide inventory and reservation services to travel agencies.

We are not in the business of selling information about you to advertisers or other third parties.

How we store and secure information we collect

Marine Travel takes reasonable and appropriate measures to ensure and safeguard the confidentiality, integrity, and availability of your information. To do so we implement security measures within our organisation.

Marine Travel conducts internal employee awareness training in the area of data security and information privacy as part of our ongoing training programme. Staff are trained on the safe handling of sensitive information and the correct processes to follow to minimise risks of a data breach. While we implement safeguards designed to protect your information, no security system is impenetrable and due to the inherent nature of the Internet, we cannot guarantee that data, during transmission through the Internet or while stored on our systems or otherwise in our care, is absolutely safe from intrusion by others.

How you access and control the information we hold on you

We retain your account information for as long we continue to deal with you. We also retain some of your information as necessary to comply with our legal and tax obligations, to resolve commercial disputes, to enforce contractual agreements, to support general business operations, and to continue to develop and improve our service.

How long we keep information we collect about you depends on the type of information. After such time, we will either delete or anonymise your information or, if this is not possible (for example, because the information has been stored in backup archives), then we will securely store your information and isolate it from any further use until deletion is possible.

If you have elected to receive marketing emails from us, we retain information your marketing preferences for a reasonable time from the date you last expressed interest in our service such as when you made a booking with us or opened an email from us. You may opt out of receiving marketing communications from us by using the unsubscribe link within each email.



You have the right to request a copy of your information, to object to our use of your information to request the deletion or restriction of your information.

How we may transfer information we collect internationally

We collect information globally and depending on the service offered, we may not always store that information within your country residence. We may transfer, process and store your information outside of your country of residence, to wherever we or our third -party service providers operate for the purpose of providing you the Services, such as making international travel arrangements.

Whenever we transfer your information, we take reasonable and appropriate steps to protect it.

How to contact us

If you have any enquiries or comments about the policy or how we handle your personal data please contact **Marine Travel** on +44 (0) 1227 470720 or email development@marine.travel

