

# Privacy Policy & Notice

## ISON MANAGEMENT LTD: PRIVACY POLICY

The following privacy policy applies from 1 November 2020.

We, ISON Management Limited, utilise your personal data to provide our travel services to you. In this Privacy Policy, we have described how we collect, store and use your data. We take our responsibilities seriously regarding the protection of your personal data. The steps you can take to control what we do with your data are explained in this Privacy Policy.

When we refer to personal data in this Privacy Policy, we mean personal data which identifies you or which could be used to identify you, such as your name and contact details, your travel arrangements and booking references or your passport and visa information.

What you need to know:

### 1.) Who is responsible for your data

ISON Management LTD is responsible for your data. Our registered address is Helford House, Hook Heath Road, Woking, Surrey, GU22 0QE.

Our United Kingdom Company Registration Number is 08567441.

We are the data controller of all data which we collect from you, and as such we control the ways your personal data is stored and the purposes of its use.

### 2.) Personal data we collect about you

Depending on which products and services of ours that you use, we might collect the following kinds of information about you:

Information Type	We use this information to
Your name and contact details	Create your account
Your email address and telephone number	Provide you with a quote
Home or business address	Book your travel
Your travel with us	Book travel
Other services bought from us	Provide you with other services, such as visa or passport renewal support
Sensitive information about your health	Book services such as special meals or ensure wheelchair access
Other passenger information	Book travel for other passengers included on your booking

In order to provide our services, we may also require passport and or visa information.

Payment card details – your payment information is stored and protected in accordance with best industry practice.

### 3.) Use of your personal data

We can and will only use your data for one or more of the following reasons:

- to fulfil a contract we have with you

- if we have a legal duty to use your data
- when you consent to it
- when it is in our legitimate interests - business or commercial reasons

We will never unfairly put our legitimate interests above what is best for you.

### 3b.) What we use your personal data for

Below is a table of examples of situations that require use of your personal data.

What we use your personal data for	Legal grounds for using it	Our legitimate interests
To provide services	To enable contract fulfilment with your consent	Keeping your records up to date
To communicate and manager our relationship with you	To help identify customers for new products or services	Managing your travel bookings
To improve client experience	Keeping essential visa and passport information on file	To simplify travel booking process
To meet health and safety responsibilities	Keeping sensitive medical details to understand client needs	Special meal requirements or wheelchair assistance
Support Public Bodies	Keeping essential visa and passport information on file	Supplying passport information to national immigration services
To respond to complaints	To manage our relationship with you	Access of previous booking details in order to investigate issues
Business Processes and fulfilling administrative purposes	To effectively make and manage travel bookings	Making and amending bookings
Brand development and / or product testing	To help identify customers for new products or services	Marketing emails and testing of new database software

### 4.) How we use your data to personalise our service that we offer to you

We use data to try and understand more about you and your preferences. We store data supplied by you in order to fulfil and improve our customer service obligations to you. Examples of where we do this are:

- to communicate with you
- to apply your booking preferences
- marketing – we may send you marketing communications regarding products and services that we feel may interest you.

**Please note:** If you ask us to stop sending you marketing emails, we will keep a note of your data in order to make sure that we adhere to your request.

### 5.) Period of time that we keep your data

We will keep your personal data for as long as we need it. This will depend on what we are using it for. We will actively review data we hold and, where we find there is no longer a customer, legal or business need for us to hold it, we will dispose of it securely.

## **6.) How we protect data**

We protect data against unauthorised access, unlawful use and accidental loss. We keep security measures under review and adhere to industry standards.

## **7.) Sharing Data**

We share personal data with the following:

- Government Authorities
- Transport Companies, such as airlines, hotels etc.

## **8.) Your rights**

You are entitled to see copies of all personal data held by us, and to amend or delete such data.

You can limit or object to the processing of your data.

You can withdraw consent for storage of your data at any time.

## **9.) How can I contact you?**

If you would like more information, or would like to raise any queries with us in relation to your information, please write to us at the following address:

Helen Cannon  
Data Protection Officer  
ISON Management Ltd  
Helford House  
Hook Heath Road  
Woking  
Surrey  
GU22 0QE

## **10. Changes to this Privacy Notice**

We will check this policy from time to time and post any changes here.

We may also let you know about these changes by email, voicemail, text or media message.

## **11. Resolving Privacy Issues**

We will always try our best to resolve any data privacy issue you may have. You have the right to refer any data privacy issue to the Information Commissioner's Office at any time. You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.