

PRIVACY NOTICE

Absolute Travel and Tours Limited t/a Absolute Travel, Absolute Sports Travel, Absolute School Travel and Absolute Skiwise is based at 10 Chapel Hill, Stansted, Essex CM24 8AG. We process “personal data” and/or “special category data” (as defined in UK data protection legislation) as part of our contracted services and/or on our administration supporting these contracted services.

Data processing is often required for the fulfilment of the contract that you have with us, for example to organise your trip, tour or holiday (i.e. to supply to airlines, ferry companies, ski suppliers or hotels). As such, this data may include passport details, medical information and dietary requirements for each person that will be travelling with us. We may need to regularly correspond with our customers before, during and post-holiday, trip or tour, as well as with our suppliers. We may process data on staff and/or clients.

The security of all data is important to us as a company and all feasible security measures are in place. Our staff have an appropriate knowledge of data confidentiality and of our company policy.

Data may be shared with third parties as part of our contracted services and/or if we are required by law to do so, and we do not need to seek your permission to process this data where it is a requirement under your booking with us. Much of our business is within the EEA. Data may be sent to our suppliers (hotels, airlines etc) to countries within the European Economic Area. We will also need to transfer data outside of this area. We shall only do so should it be necessary for the performance of the contract. When data is transferred outside of the EEA (to the USA for example) we require all our suppliers to be GDPR compliant. We do utilise remote access into the systems of third-party suppliers when required to do so. We cannot accept any liability for any processing conducted by a third party outside our remit.

In the event of our insolvency we, or any appointed insolvency practitioner, may disclose your personal information to the CAA, and/or ABTA and/or ABTOT, so that they can assess the status of your booking and advise you on the appropriate course of action under any scheme of financial protection. The CAA’s General Privacy Notice is at <https://www.caa.co.uk/Our-work/About-us/General-privacy-notice/> ABTA’s Privacy Notice is at <https://www.abta.com/privacy-notice> and at <https://www.abtot.com/privacy-policy-cookies/> for ABTOT.

Data are held as long as they remain relevant to the purpose for collection as specified in our Retention Schedule. Once no longer required, (whether on paper or electronic format), data are deleted by secure means.

We do hold data for marketing purposes. We will continue to send appropriate offers to those that have booked with us, are existing clients or anyone that has opted to receive our newsletters and offers. Any direct e-marketing to new prospective clients will require consent by way of a positive opt-in and any individual can request that their personal data be removed from our mailings at any stage. We do not pass on data to third party suppliers for marketing purposes either at home or abroad.

As part of our compliance, we have conducted a cookie audit on our website. Cookies are internet files used by the system to view websites and their content. We do utilise cookies for analytical purposes, but we do not intentionally use intrusive cookies to your system. You are at liberty to refuse cookies access through your browser, but this may impact on the functionality of the website. None of the above affects your rights under the legislation, in particular your right to access the data we hold, on you.

If you wish to request a copy of your data, please submit it in writing/email to the Company. Individuals are entitled to have personal data rectified if it is inaccurate or incomplete. Please include enough information to enable us to identify you and search for appropriate data.

If you are dissatisfied with this policy, have queries about our data protection procedures or wish to lodge a complaint, please contact us in the first instance so that we can try and help. Thereafter you have the right to submit a complaint to the Supervisory Authority, the Information Commissioner's Office (ICO) at the following address: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

A handwritten signature in black ink, which appears to read "Ashley Gowing". A horizontal line is drawn underneath the signature.

Ashley Gowing
Managing Director

Privacy Notice issued May 2018 and updated 28th August 2023