

Team Tours Ltd - Privacy Policy

This privacy policy sets out how Team Tours Ltd uses and protects any information that you give Team Tours when you use this website.

Our registered address is: Unit 1 Maida Vale Business Centre, Leckhampton, Cheltenham GL53 7ER

Our company registration number is: 05013330

Team Tours Ltd are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Team Tours Ltd may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 25 May 2018

What Information Do We Collect?

We may collect the following information should you choose to opt-in to our newsletter:

- Your name and title, and email address

If you complete an enquiry form on our website, we will collect:

- Your name and title
- Contact information including email address and telephone numbers.
- Demographic information such as your postal address, postcode. (if provided)
- Other information relevant to your enquiry.

What do we do with the information that we gather?

We require this information to understand your needs and provide you with a better customer service and user experience, particularly for the following reasons:

- Internal record keeping. This may also be linked to legal requirements, so if you have completed a booking with us, your personal information will be kept on our booking system for 6 years - this is so that we can run historic reports should they be required and also for auditing purposes.

- Your information will be used to ensure that we can fulfil your enquiry/booking successfully. This may include contact by: post, telephone, email and text message.
- Your information may be used to correspond with you about your booking, following your return home.
- We may use the information to improve our products and services.
- If we have not had contact with you for a period of 2 years and you have never made a booking with us you will automatically be removed from our system.

Security

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

We do not store any credit/debit card details

We do not take any payments through our website.

Website cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. They are designed to hold a modest amount of data specific to a particular client and website and can be accessed either by the web server or the client computer.

How we use cookies

Once you agree to the use of cookies, the file is added and helps our website respond to you as an individual visitor. By using cookie's our website can tailor its operations to your needs, such as likes and dislikes, short lists / favourites, booking dates and to determine whether you are logged in or logged out.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Traffic log cookies are used by Google Analytics which is present on our website.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer.

This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at info@teamtours.co.uk

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You may request details of personal information which we hold about you under the Data Protection Act 1998.

If you would like a copy of the information held on you please write to Team Tours Ltd, Unit 1 Maida Vale Business Centre, Leckhampton, Cheltenham GL53 7ER
For a faster response we would recommend emailing us at: info@teamtours.co.uk

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.