

## **Click Click Travel Ltd**

### **Privacy Policy**

#### **Our contact details**

Name: Click Click Travel Ltd

Address: Unit 4, Chestfield Business Park, Thanet Way, Whitstable CT5 3JB

Phone Number: +44(0)1227272207

E-mail: [comealong@clickclicktravel.com](mailto:comealong@clickclicktravel.com)

Website: [clickclicktravel.com](http://clickclicktravel.com)

#### **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Website user information
- For customers, we collect personal information that is necessary for us to supply the services contracted (photography tours and workshops) such as full name and address, emergency contact information, details of travel insurance and personal health and dietary requirements. In some instances we also need to collect passport and visa information.

## **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Enable us to maintain effective communication with you and provide the services required.

We use the information that you have given us in order to share content that we believe might be useful and keep you updated with news and special offers.

For our customers and tour participants, we may share your information with local service providers such as travel agents, accommodation providers or local guides, in order to ensure that all local arrangements are organised in a professional and timely fashion and they take into account any specific requirements or needs you might have.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting us by email at: [comealong@clickclicktravel.com](mailto:comealong@clickclicktravel.com)
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (f) We have a legitimate interest.

## **How we store your personal information**

Your information is securely stored on our protected network server that is kept at our commercial premises at Unit 4, Chestfield Business Park, Thanet Way, Whitstable, CT5 3JB.

We occasionally use established email marketing providers such as MailerLite to run specific email communications and campaigns and their privacy policy can be found here:

<https://www.mailerlite.com/legal/privacy-policy>

We keep your personal contact information for as long as you remain a subscriber to our services including newsletters and regular communications.

For customers sharing extended personal information that is necessary for the successful running of tours, we keep this data until such time that the tour had ended and everyone had returned home. We will then dispose your information by permanently deleting it from our systems and requesting any third party entities to do the same.

## **Your data protection rights**

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request, please contact us at:

Email: [comealong@clickclicktravel.com](mailto:comealong@clickclicktravel.com)

Phone number: +44(0)1227 272 207

Postal Address: Unit 4, Chestfield Business Park, Thanet Way, Whitstable, CT5 3JB

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Click Click Travel Ltd

FAO Managing Director

Postal Address: Unit 4, Chestfield Business Park, Thanet Way, Whitstable, CT5 3JB

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>