

Alician Travel Ltd

Customer Privacy Notice

We are committed to protecting the privacy of our clients and potential clients. We take your privacy seriously and treat all the information you give us with great care. Our Privacy Policy explains how we collect, store and use the personal information you give to us. If you have any questions concerning your personal data and how we look after it then please contact us via the address below.

As a data controller, we fully comply with the Data Protection Act 1998, the Privacy and Electronic Communications (EC Directive) Regulations 2003 and other relevant legislation. As of May 25, 2018, this will include the processing of personal data as governed by the General Data Protection Regulation (GDPR). At Alician Travel Ltd, we treat everyone's data in the same secure manner, wherever you are from.

Registered name: Alician Travel Ltd

This privacy notice tells you what to expect us to do with your personal information.

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- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)
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Contact details

Email

hello@aliciantravel.com

Registered Address

Osborne Lodge

99 The Park

Cheltenham

Gloucestershire

GL50 2RW

Registered Company 11262389

What information we collect, use, and why

We collect or use the following information to **for the purpose of planning & the arrangement of your holiday**, which is essential for us to deliver our services to you in the most satisfactory and seamless way, and which, in turn, helps us to improve our services:

- Names and contact details
- Addresses
- Date of birth
- Identification documents
- Dietary Preferences
- Additional needs due to reduced mobility
- Payment information such as credit card and bank details, however, these are **not** retained once your payment has been processed

Lawful bases and data protection rights

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Where we get personal information from

- This information will be sourced only directly from you (*or in the instance of a person acting on your behalf at enquiry, quoting & booking stages with the permission from the lead passenger*)

How long we keep information

We will only hold your personal information for as long as reasonably necessary to carry out services and administer your relationship with us. Typically, this is five years since your last interaction with us unless we are required to hold it longer for legal or taxation reasons.

Data processors

We will only share your information with relevant hotel & suppliers who we are working with (& in contract with) for the purpose of your holiday.

This data processor does the following activities for us: It is necessary in order to perform our contract of delivering holiday services to you. The categories of supplier that we need to pass your data to are as follows: hotels, ground handling companies, airlines, transport companies, tour leaders and guides.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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