



the travel affair

Privacy policy – May 2025

This privacy policy explains how we use personal information we collect about you when you use this website and when you communicate with **THE TRAVEL AFFAIR** ensuring your privacy is a key priority.

Data Manager is Stuart Cox

THE TRAVEL AFFAIR SPECIALISES IN BOOKING AND PLANNING HOLIDAYS/ FLIGHTS/ TRAVEL FOR CLIENTS (customers/ travellers)

What information do we collect about you?

We collect information about you when you communicate with us via telephone, video and email conversation. From time to time, we may need to update information on you if there has been a change of circumstances. If you are travelling with additional members we will also require similar information from them. We will require names, birth dates, passport numbers, address, credit card details, email address, phone numbers and child traveller details.

How do we use information about you?

We will gain your authorisation first before we share your profile including contact details. We use a third party in most cases to book travel or hotels on your behalf and are described as a HOST AGENCY, we input your details to the booking we have agreed. For the purpose of accessing rates and bookings they will also hold your details. When a booking is made on your behalf, the hotel or airline, provider will receive your details for their system.

How do you access your information and apply updates?

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us. We may make a small charge for this service.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. You also have the right to ask for your information to be deleted.

If you believe there is a problem with the way we are handling your data, you have a right to complain to the ICO – see <https://ico.org.uk/concerns/>.

How do we look after your information?

We store the personal information you have sent to us in a secure database which is backed up every night. We use secure communication methods to access your information using secret passwords.

If and when you ask for your personal information to be changed or deleted, we make best efforts to do so within the same week as we receive your request. When you request deletion, your information is deleted from our operational database. Your information cannot then be recalled should you change your mind. Your information will also disappear from backup copies after one month.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

How to contact us

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