

Travel Club Elite – Privacy Policy

GENERAL

Your privacy is important to us. This privacy policy is intended to give you confidence in the privacy and security of the personal information we obtain from you whether you upload information to our Website, download it, or are merely visiting our Website. This also details how your information is used at the booking stage.

COLLECTION OF PERSONAL INFORMATION

When you use our website, you may be asked for personally identifiable information such as your name, email address and telephone number. By giving us such information you will need to consent to our using it in the manner described in this policy. You may withdraw your consent at any time by emailing us at info@travelclubelite.com. We will return or destroy your personal information within 5 days of receipt of your withdrawal of consent.

INTERMEDIARIES

If you are acting as an intermediary by submitting someone else's personal information, you must ensure that you have obtained their express consent to upload such personal information onto our website for the purposes set out in this Privacy Policy.

USE OF PERSONAL INFORMATION

Information collected by Travel Club Elite is used solely for the purpose of responding to enquiries, billing and registration. Travel Club Elite does not collect any information about your computer hardware and software and does not sell, rent or lease its customer lists to third parties.

FOR MARKETING PURPOSES:

We may use your information to process your service requests, follow up after correspondence (live chat, email or phone inquiries) and to ask for ratings and reviews of our services. We will also send you newsletters and other documents that you have opted to receive and send you, subject to your express prior consent, commercial offers. If you do not wish to receive such information, please ensure you email info@travelclubelite.com or alternatively when we send you an e-mail, it will contain a provision to allow you to opt out of receiving any further information from us and remove you from our marketing list.

FOR BOOKING/ADMINISTRATION PURPOSES:

For the purpose of completing your booking, we may have to disclose some of your information to the providers of the services making up your arrangements. We may also have to disclose some information to third parties in relation to customer services, credit card processing, or

other services. We may need to disclose your information where required by law, where such a request is made by a legal authority.

We may collect all or some of the following information relating to you or other members of your party:

- names and contact/address details including telephone number and email address
- credit/ debit card or other payment details (including card number, cardholder name, expiry date)*
- Passport details*
- special requirements such as those relating to any disability or medical condition which may affect the chosen arrangements*
- dietary restrictions (which may disclose your religious beliefs)*

Note, the following marked with (*) will only be asked at the booking stage.

You are responsible for ensuring that other members of your party are aware of the content of this Policy and consent to your acting on their behalf in all your dealings with us. Some of the information we collect (such as about health or religion) may be considered “sensitive personal data” under the Data Protection Act 1998. We collect it to cater to your needs or act in your interest, and we are only prepared to accept sensitive personal data from you on the condition that we have your consent.

SECURITY

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive information you supply is encrypted via Secure Socket Layer (SSL) technology.

RIGHT TO ACCESS YOUR PERSONAL INFORMATION

The Act gives you the right to access information held about you. You can obtain access to your personal information by contacting us using the information below:

Clarks Courtyard, 145 Granville Street
Birmingham, West Midlands B1 1SB
United Kingdom
info@travelclubelite.com
0121 213 0012