

Data Protection & Privacy Policy

We at Onecall Travels LTD understand and respect the importance of your privacy and we are dedicated to safeguarding and preserving your privacy and personal information when visiting our site, using our services or communicating electronically with us. In providing our service to you, we must collect personal information from you and this policy outlines how we treat your personal data after it has been collected by any of our channels, which includes our website and outlets.

Our Data Protection and Privacy Policy provides an explanation as to what happens to any personal data that you provide to us.

What information will we collect?

In operating our website, we may collect and process all or some of the following data about you:

1. Names and contact/address details including telephone number and email address;
2. Details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data.
3. Information that you provide by filling in forms on our website, such as when you registered for information or make a purchase.
4. Information provided to us when you communicate with us for any reason.

From time to time some of the information which we collect 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 positive consent. We will seek this consent when necessary.

How will we collect this information?

We will only collect personal information from you by specifically asking for it, for example:

1. When you purchase a service from us;
2. When you subscribe to any newsletter which we may offer from time to time;
3. When you register an account with us;
4. When you speak to our customer services team;
5. When we use cookies to determine which of our website pages are the most popular.

What will we do with it?

1. We will use your name, address and payment details to complete your purchase with us.
2. We will also use your details to manage your arrangements, send you notifications and communicate with you generally.
3. We may have to disclose your information to the advertisers on our website (who could be located outside the UK/EEA). Please be advised that we do not reveal information about identifiable individuals to our advertisers, but we may, on occasion, provide them with aggregate statistical information about our visitors.
4. For providing you with the consignment services, we may have to disclose some of your information to the providers of the services making up your consignment (who could be located outside the UK/EEA). We may also have to disclose some information to third parties in relation to customer services, credit card processing, or other services.
5. We may need to disclose your information where required by law, where such a request is made by a legal authority.
6. We may from time to time contact you with information about special offers, brochures, new products, forthcoming events or competitions. If you do not wish to receive such information, you may ask us in writing not to receive it.
7. We may pass your details to other parties who offer goods or services which we feel may be of interest to you. If you do not wish to have your details passed on in this way, you may ask us in writing not to do so. Please note, if you are a new customer we will only contact you or allow third parties to contact you only when you have provided consent and only by those means you provided consent for.
8. We may need to disclose our customer list including any personal information relating to you to a third party who acquires or attempts to acquire all or substantially all the asset/ stock in our company or our website.

Storing your personal data

We may transfer data that we collect from you to locations outside of the European Economic Area for processing and storing. Also, it may be processed by staff operating outside the European Economic Area who work for us or for one of our suppliers. For example, such staff may be engaged in the processing and concluding of your order, the processing of your payment details and the provision of support services. Outside the European Economic Area, controls on data protection may not be as wide as the legal requirements in this country. By submitting your personal data, you agree to this transfer, storing or processing. We will take all reasonable steps to make sure that your data is treated securely and in agreement with this Privacy Policy.

Data that is provided to us is stored on our secure computers and cloud-based storage. Details relating to any transactions entered on our site will be encrypted to ensure its safety. The transmission of information via the Internet is not completely secure and therefore we cannot guarantee the security of data sent to us electronically and transmission of such data is therefore entirely at your own risk. Where we have given you (or where you have chosen) a password so that you can access certain parts of our site, you are responsible for keeping this password confidential.

What can I do?

If you do not agree to our use of the information as set out above, you should inform us as soon as possible by writing to us at OneCall Travels Ltd of 93-101 Greenfield Road, London E1 1EJ or by email at info@onecalltravels.co.uk

In accordance with the Data Protection Act 1998, you may ask us in writing for a copy of the information we hold about you (for which we may charge an administration fee) and to correct any inaccuracies in your information. We aim to respond to you within 21 days from the date of request. You can also choose not to provide us with some of the information we request, however as a result we may not be able to complete your arrangements.

Information collected by Third Parties

In addition to information collected by ourselves we may also receive data that has been collected by third parties, which would be added to the previous information held by ourselves and handled / stored in accordance with this Policy.

COOKIES

Please note that for us to provide you with optimum service, we use 'Cookies' on our website.

What are cookies?

A cookie is a text-only string of information that a website transfers to the cookie file of the browser on your computer's hard disk so that the website can remember who you are. Cookies will typically contain the name of the domain from which the cookie has come, the "lifetime" of the cookie, and a value, usually a randomly generated unique number. Two types of cookies are used on this web site – session cookies, which are temporary cookies that remain in the cookie file of your browser until you leave the site, and persistent cookies, which remain in the cookie file of your browser for much longer (though how long will depend on the lifetime of the specific cookie).

Cookies allow us to obtain information regarding users of our site which essentially helps us to provide you with a better user experience and tailor our services to your individual needs. We may collect information such as your IP address, online activity, web browser details and online activity. We will not however collect or store any of your passwords or other highly sensitive data.

By using our website with your browser settings adjusted to accept all cookies, we will take this to mean that you want to use our products and services, and that you consent to our use of cookies and other technologies as described in this Policy.

Browser settings: Most browsers have options that allow the visitor to control whether the browser will accept cookies, reject cookies, or notify the visitor each time a cookie is sent. You may elect to reject cookies by adjusting your browser's settings but doing so will limit the range of features available to the visitor on our site and most other major websites that use cookies.

Category 1: strictly necessary cookies

These cookies are essential to enable you to move around the website and use its features, such as accessing secure areas of the website. Without these cookies services you have asked for, like shopping baskets or e-billing, cannot be provided.

Category 2: performance cookies

These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works. By using our website, you agree that we can place these types of cookies on your device.

Category 3: functionality cookies

These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

Category 4: targeting or advertising cookies

These cookies are used to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of the advertising campaign. They are usually placed by advertising networks with our permission. They remember that you have visited a website and this information is shared with other organisations such as advertisers. Quite often targeting or advertising cookies will be linked to site functionality provided by the other organisation.

MailChimp

As part of the registration process for our special offers, we collect personal information. We use that information for a couple of reasons: to tell you about stuff you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We don't rent or trade email lists with other organisations and businesses.

We use a third-party provider, MailChimp, to deliver our offers. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our offers. For more information, please see [MailChimp's privacy notice](#). You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by emailing our data protection officer Yasin Chowdhury.

Further information

To find out more information about cookies, please visit www.allaboutcookies.org.

Protecting your information

We take security very seriously and we are committed to safeguarding your personal information. We take several administrative and technical steps to ensure the security of the information you provide to us.

External Links

Please note that our website may contain certain literature and hyperlinks to websites owned by third parties. This Privacy Policy covers websites owned and controlled by us only. Links to other websites and any information collected by these sites are not covered by this Privacy Policy.

Monitoring

To ensure that we carry out your instructions accurately, to help improve our service and in the interest of security, we may monitor and/or record: (1) your telephone calls; and (2) customer transactions and activities on our website. All recordings are and shall remain our sole property.

Contacting Us

We welcome any queries, comments or requests you may have regarding our Privacy Policy. Please do not hesitate to contact us at: info@onecalltravels.co.uk

Updates and Changes

As our privacy statement may change due to developments in the law we encourage you to re-read this from time to time, so you are aware of any changes in how we gather and use your personal information. Any changes to this Policy will be either posted on our website, brochure and/or made available on request.