Data Protection Policy 01 April 2020

TIME SAFARI Data Protection Policy 2019

www.timesafari.co.uk

How we collect and use your data

Personal data

We may collect personal identification information from you in a variety of ways, including, but not limited to, when you visit our website, make a booking online, send an enquiry via email, or contact us by telephone. We may collect a variety of information including your name, email address, postal address, telephone number and contact preferences. We will not collect or store more data than the minimum information required for its intended purpose.

Non-personal data

We may collect technical data from you when you interact with our website. This may include the browser name, the type of computer and technical information about your connection to our site, such as the operating system, your Internet Protocol (IP) address, and the Internet Service Provider utilised, data collected through Cookies and other similar information.

Time Safari may collect and use your personal information for the following purposes:

- • **To process your payment and provide you with services**.
  We use the information you provide when renting only to provide a service for that rental. We use the data to process your rental, process payments, supply you with the purchased services and to keep proper records of the transaction. We may also use this information to contact you in case there is a question or problem with your rental. We do not share this information with outside parties except to the extent necessary to provide the service.
- • **To enhance or improve your user experience with us**.

○ Information you provide helps us respond to your customer service requests and support needs more efficiently.
○ We may also use information in the aggregate to understand how users of our website use the services and resources provided in order to personalise user experience and improve our website.
○ We may use feedback you provide to improve our products and services

• To provide you with information about our services.
○ We may use the email address provided to send information and updates about your purchase. It may also be used to respond to enquiries, and/or other requests.

○ If you opt-in to our marketing mailing list, you will receive emails that may include company news and event information etc. We will only do this with your consent.

You can change your mind and remove or add your consent at any time. Unsubscribe instructions are included at the bottom of every marketing email. Time Safari are committed to protecting your

data and privacy. This Data Protection Policy governs the manner in which we collect, use, maintain and disclose information collected from you, in accordance with the General Data Protection Regulation (GDPR) 2018, and outlines our aim to maintain best-practice standards in our processing of personal and/or sensitive personal data.

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Providing your personal data to others

a) Financial transactions relating to our services are handled by our payment services providers, (Paypal). We will share transaction data with our payment services providers only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds.

b) and c)

Protection of personal information

Accessing your personal information

You have a statutory right to access any personal information that we hold about you. Provision of such information will be subject to the supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address).

In order to exercise this right, your application must be in writing to the Data Controller, datacontroller@timesafari.co.uk

You can also ask us to correct, update or delete any inaccurate personal data. We will consider and respond to all requests in accordance with applicable law.

Retaining and deleting personal information

We will retain any personal information we need to provide you with any service you buy for the period during which we provide that service to you, and for a period of 12 months following the service, unless there is a legal requirement to keep records.

We may keep your contact details for as long as we have your consent to send you marketing information. You may instruct us at any time not to process your personal information for marketing purposes.

Your rights

Data Controller, will take reasonable steps to work with you to attempt to resolve your complaint. We do not sell, trade or rent your information, and will never disclose information about you to third parties, except:

We may use third party service providers to help us operate our business, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above.

We adopt appropriate data collection, storage and processing practices, and security measures to protect against unauthorised access, alteration, disclosure, or destruction of your personal information. We will take all reasonable steps to protect your personal information, but data can never be guaranteed as 100% secure. Please note that we will not be liable for any breach of security unless we have been negligent. If you have a concern or think there is a problem with the way we are handling your personal information, please contact the Data Controller in the first instance by email at datacontroller@timesafari.co.uk If your complaint cannot be resolved by us, you have the right to raise your concern with the Information Commissioner's Office (ICO).

Amendments

We may update this policy from time to time by publishing a new version on our website.

Web browser cookies

Our website, www.timesafari.co.uk may use 'cookies' to enhance the user experience. A cookie is a small text file that is downloaded onto 'terminal equipment' e.g a computer or smartphone, when a user accesses a website. The cookie allows the website to recognise the user's device and store some information about the user's preferences or past actions. A user may choose to set their web browser to refuse cookies, however if they do so, note that some parts of the website may not function properly.