

## Privacy Policy

### PRIVACY NOTICE

#### BACKGROUND:

I understand that your privacy is important to you and that you care about how your personal data is used. I respect and value the privacy of all of my Customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with my obligations and your rights under the law.

1. Information About Me  
Glyn Jones trading as Jolly Good Tours
2. Sole Trader  
Registered address: 55 Eastmont Road, Esher, Surrey
3. Data Protection Officer: Glyn Jones  
Email address: info@jollygoodtours.co.uk  
Postal Address: 55 Eastmont Road, Esher Surrey

#### 2. What Does This Notice Cover?

This Privacy Information explains how I use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

#### 3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that I use is set out in Part 5, below.

#### 4. What Are My Rights?

Under the GDPR, you have the following rights, which I will always work to uphold:

- a) The right to be informed about my collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact me to find out more or to ask any questions using the details in Part 11.
- b) The right to access the personal data I hold about you. Part 10 will tell you how to do this.

- c) The right to have your personal data rectified if any of your personal data held by me is inaccurate or incomplete. Please contact me using the details in Part 11 to find out more.
- d) The right to restrict (i.e. prevent) the processing of your personal data.
- e) The right to object to me using your personal data for a particular purpose or purposes.
- f) The right to data portability. This means that you can ask me for a copy of your personal data held by me to re-use with another service or business in many cases.
- g) Rights relating to automated decision-making and profiling. I do not use your personal data in this way. For more information about my use of your personal data or exercising your rights as outlined above, please contact me using the details provided in Part 11.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about my use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

#### 5. What Personal Data Do I Collect?

I may collect some or all of the following personal data (this may vary according to your relationship with me):

- Name;
- Address;
- Email address;
- Telephone number;
- Business name;
- Job title;
- Profession;

#### 6. How Will I Use Your Personal Data?

Under the GDPR, I must always have a lawful basis for using personal data. This may be because the data is necessary for my performance of a contract with you, because you have consented to my use of your personal data, or because it is in my legitimate business interests to use it. Your personal data may be used for one of the following purposes:

- Supplying my services to you. Your personal details are required in order for me to enter into a contract with you.
- Communicating with you. This may include responding to emails or calls from you.
- Supplying you with information by email that you have opted-in to through Facebook, Instagram or Twitter. Each of these companies has its own privacy policy.

With your permission and/or where permitted by law, I may also use your personal data for my own marketing purposes, which may include contacting you by email with information, news, and offers on my services.

You will not be sent any unlawful marketing or spam and your information will never be passed onto any unauthorised third parties, unless required by law. I will always work to fully protect your rights and comply

with my obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

#### 7. How Long Will I Keep Your Personal Data?

I will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for the following periods:

- No more than 7 years for Tax/Insurance purposes

#### 8. How and Where Do I Store or Transfer My Personal Data?

I will store your personal data in the UK or on servers administered by Google Mail (who provide my Email service-<https://policies.google.com/privacy?hl=en>); Xero Accounting through which my invoicing is conducted (<https://www.xero.com/uk/about/privacy/>). This means that it will be fully protected under the GDPR.

The security of your personal data is essential to me and to protect your data, I take a number of important measures, including the following:

- Paper records are held in secure locked cabinet to which access is strictly controlled.
- Computer records are held on a computer which is password secured and access is strictly controlled.

#### 9. Do I Share Your Personal Data?

I will not share any of your personal data with any third parties for any purposes, subject to one important exception.

In some limited circumstances, I may be legally required to share certain personal data, which might include yours, if I am involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

#### 10. How Can I Access My Personal Data?

If you want to know what personal data I have about you, you can ask me for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request". All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover my administrative costs in responding.

I will respond to your subject access request within 1 week and, in any case, not more than one month of receiving it. Normally, I aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date I receive your request. You will be kept fully informed of my progress.

## 11. How Do You Contact Me?

To contact me about anything to do with your personal data and data protection, including to make a subject access request, please use the following details [(for the attention of Glyn Jones)

Email address: [info@jollygoodtours.co.uk](mailto:info@jollygoodtours.co.uk)

Postal Address: 55 Eastmont Road, Esher, Surrey United Kingdom.

## 12. Changes to this Privacy Notice

I may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if I change my business in a way that affects personal data protection.

Any changes will be made available via our website and privacy policy.

## **COOKIE POLICY**

To enhance your experience on our website, many of our web pages use “cookies”. Cookies are small text files that we place in your computer’s browser to store your preferences. Cookies, by themselves, do not tell us your email address or other personal information. Once you choose to provide a web page with personal information, this information may be linked to the data stored in the cookie. A cookie is like an identification card. It is unique to your computer and can only be read by the server that gave it to you.

We use cookies to understand site usage and to improve the content and offerings on our site. For example, we may use cookies to personalise your experience on our web pages (e.g. to recognise you by name when you return to our site).

Cookies save you time as they help us to remember who you are. Cookies help us to be more efficient. We can learn about what content is important to you and what is not. We can revise or remove web pages that are not of interest and focus our energies on content you want.

You can control which cookies you accept, by configuring your browser to accept all cookies or to alert you every time a cookie is offered by a website’s server. Most browsers automatically accept cookies. You can set your browser option so that you will not receive cookies and you can also delete existing cookies from your browser. You may find that some parts of the site will not function properly if you have refused cookies.

Please be aware that if you do not configure your browser you will accept cookies provided by this website.