

## **Track & Field Tours General Data Protection Regulation (GDPR) Policy Terms and Conditions:**

New data protection regulations have been introduced effective from May 25 2018 concerning GDPR and we want you to know our policy regarding this. We want you to know that in continuing to offer our arrangements and to keep athletics fans and athletes informed about all major Athletic event tickets and packages and our training programmes we will do so responsibly.

### **Our policy is set out in detail here below but in summary we can confirm:**

#### **Our Promise**

- ◆ We will only use your personal data to contact you or make arrangements for events, tickets and packages that you have booked or that your previous requests indicate you are interested in
- ◆ We will not share or sell your data to 3<sup>rd</sup> parties – no T&FT “cookies” on our web-site harvest your personal data
- ◆ No personal ID / passport or payment card data is kept electronically by us
- ◆ You can easily opt-out from receiving information from us at any time by un-subscribing with us

#### **Why it’s good to stay “on track” with T&FT**

- ◆ We will handle your bookings with care and you will receive priority when we publish information about athletics events, tickets and packages on all major British and international track and field competitions and training camps
- ◆ In gaining access to priority tickets at events you will have the advantage of us securing prime locations as arranged with event organisers
- ◆ You will be eligible for other athletics related special offers when they are available
- ◆ We will always look after your best interests as an athletics track and field supporter or athlete because we are fans of the sport just like you

### **Personal Data we collect About You and those that book with you:**

Depending on how you use our services and our website, we might collect the following kinds of information about you:

Your name and contact details (email address, telephone number, address)	When you book to travel with us When you fill in forms on our website
Information about your travel with us	When you book to travel with us
Information about other services you bought from us	When you book travel services or tickets for example
Information about your membership of any clubs that you may be a member of	Membership numbers of England Athletics or British Athletics Supporters Club for example
Information about purchases of any partner’s services which are related to your travel with us	When you purchase those products and services and our partners share this information with us
Information about other passengers travelling with you, including their ages and personal ID.	When you book to travel with other passengers as part of a group
More sensitive information about you and about your health - see information below about ‘Sensitive personal data’.	When you book to travel with a wheelchair, have an accident or If you book a certain meal type such as a kosher meal or a gluten-free meal
Communication we have with you via emails, letters, telephone calls, messages sent to us through our social media platforms and feedback.	When you get in touch with us When you respond to our requests for feedback
Payment card details Your card details are stored and protected in accordance with best industry practice which is verified annually by our compliance with Barclays Merchant Services.	When facilitating payment by card – no electronic records are kept of card details on any equipment or on our invoicing system.

## How we use your Personal Data:

**We can only use your personal data if we have a proper reason for doing so. According to the law, we can only use your data for one or more of these reasons:**

To fulfil a contract we have with you, or If we have a legal duty to use your data for a particular reason, or  
 When you consent to it, or  
 When it is in our legitimate interests.

Legitimate interests are our business or commercial reasons for using your data, but even so, we will not unfairly put our legitimate interests above what is best for you. In the table below, we have set out the different ways in which we use your personal data and the reasons we rely on for using that data.

If we rely on our legitimate interests for using your personal data, we will explain that to you. Different countries take a different approach to the use by companies of legitimate interests as a reason for processing personal data. We are aware of those different approaches in the countries in which we operate and we take that into account and respect those differences when we process your personal data.

What we use your personal data for:	Our legitimate interests:
To provide services to you and to communicate with you and to send you information about your booking	Keeping our records up to date, working out which of our products and services may interest you. Developing products and services and what we charge for them. Identifying or defining types of customers for new products of services Being efficient about how we fulfil our contracts, provide our services and fulfil our legal duties
To communicate with you and manage our relationship with you and to personalise and improve your customer experience. To inform you about our news and offers that we think you might be interested in (See more detail below under the heading ‘How we use your data to personalise the service we offer you’)	Keeping our records up to date, working out which of our products and services may interest you. Developing products and services and what we charge for them. Identifying or defining types of customers for new products of services Being efficient about how we fulfil our contracts, provide our services and fulfil our legal duties
To meet our health and safety responsibilities. To meet our responsibilities regarding immigration, customs control, policing and security. To support the relevant public bodies and authorities responsible for immigration, customs control, policing and security	Being efficient about how we fulfil our contracts, provide our services and fulfil our legal duties Identifying ways to improve the way we deliver services to our customers
To detect, investigate and seek to prevent fraud and financial crime and to manage risk for us and our customers. To obey laws and regulations which apply to us and the way we deliver our services. To respond to complaints and to seek to resolve them	Being efficient about how we fulfil our contracts, provide our services and fulfil our legal duties Identifying ways to improve the way we deliver services to our customers
To run our business in an efficient and proper way. To fulfil our administrative purposes including accounting, billing and audit To improve our services. To manage how we work with other companies that provide goods and services to us and our customers. To protect our business interests	Being efficient about how we fulfil our contracts, provide our services and fulfil our legal duties Identifying ways to improve the way we deliver services to our customers
To develop and manage our brand, products and services To test new products and services	Being efficient about how we fulfil our contracts, provide our services and fulfil our legal duties Identifying ways to improve the way we deliver products and services to our customers
<b>Track &amp; Field Tours Legal Grounds for Using Your Personal Data</b>	<b>In all of the examples described above the legal grounds in all cases will be based upon us fulfilling contracts, our legitimate interests and our legal duties.</b>

## How we use your data to personalise our services for you:

We use the data we collect about you from different sources and touch points to try to understand more about you and your preferences, so that we can personalise the service we offer to you. We use information collected from the bookings you have made. Our web-site does not use Cookies - Cookies are small pieces of information stored on your device by the web browser of your device.

We also use data from third parties (see '**Sharing your data**' below). We use the information from these different sources in the following ways:

To help us communicate with you and to identify your likes and dislike. From web-site requests we can identify which of our website pages clients visit most to understand more about client preferences.

Sometimes we use data and/or systems provided by third parties as part of this process.

## Marketing communication:

We may send you marketing communications by email if you have indicated that you are happy to receive such emails [or if you have made a booking with us and you have not told us that you no longer wish to receive marketing emails]. Our marketing communications include information about our new and existing services, special offers we think you might like and other travel services and products which we think might be useful to you when planning your travel.

If you have previously opted-in to receiving emails from us you can contact us to specifically tell us what you are interested in hearing about, or to opt out of receiving marketing emails from us at all. You can update your preferences at any time. You can also opt out of receiving marketing emails by clicking on the unsubscribe link which we include in all our marketing emails.

Please note that if you tell us that you do not wish to receive marketing emails, you may still receive service emails which are necessary for example to confirm your booking or to update you on the status of your travel service. We will use the contact details you give us when you are collecting your tickets (either your mobile telephone number, your email address or both) to let you know of the status of any services. This is so that we can perform the contract we have with you.

Please note that if you ask us to stop sending marketing emails, we will keep a note of your personal information and your request so that we can make sure you are excluded from the emails when they are sent out.

## How long do we keep your data:

We keep your data only for as long as we need it. How long we need data depends on what we are using it for, whether that is to provide services to you, for our own legitimate interests (described above) or so that we can comply with the law. We will actively review the information we hold and when there is no longer a customer, legal or business need for us to hold it, we will either delete it securely or in some cases anonymise it.

## How we protect your data:

We protect your personal data against unauthorised access, unlawful use, accidental loss, corruption or destruction. We use technical measures such as password protection on any electrical devices to protect your data and any systems they are held in. We also use operational measures to protect the data, for example by limiting the number of people who have access to the databases in which our booking information is held. We keep these security measures under review and refer to industry security standards to keep up to date with current best practice.

## Sharing your data:

We share some of your personal data with, or obtain personal data from, the following categories of third parties:

**Government authorities such as border control authorities and law enforcement authorities:** We sometimes have to provide your personal data to government authorities to ensure that you can travel to your destination or to meet our legal and regulatory obligations.

**Other Transport companies, Tour Operators & Service Providers:** If we book services through third parties we may have to share personal ID and payment card information in order to do so. If you have requested a certain type of meal for a flight, for example, this data will be shared as will passport details required by an airline.

**Your credit and debit card information:** In order to process payments and prevent and detect fraud, we process payment card data through our payment card and fraud management services providers.

**We do NOT share your data with Data analytics companies and advertisers**

### **Your access to your records:**

You are entitled to see copies of all personal data held by us and to amend, correct or delete such data. You can also limit, restrict or object to the processing of your data. If you gave us your consent to use your data, e.g. so that we can send you marketing emails, you can withdraw your consent. Information about how to stop receiving marketing communications is set out above. Please note that even if you withdraw your consent, we can still rely on the consent you gave as the lawful basis for processing your data before you withdrew your consent.

You can object to our use of your data where we rely on our legitimate interests to do so. We explained the legitimate interests we rely in the table above under the heading 'How we use your personal data'.

To raise any objections or to exercise any of your rights, you can send an email to us at:

[Info@trackandfield.co.uk](mailto:Info@trackandfield.co.uk)

or you can write to us at Track & Field Tours, Track & Field House, 66 Fryerning Lane, Ingatestone, Essex CM4 0NN

When you get in touch, we will come back to you as soon as possible and where possible within one month. If your request is more complicated, it may take a little longer to come back to you but we will come back to you within two months of your request. There is no charge for most requests, but if you ask us to provide a significant amount of data for example we may ask you to pay a reasonable admin fee. We may also ask you to verify your identity before we provide any information to you. If Track & Field Tours decides to change this privacy policy, the changes will be posted on this page.

### **Complaints:**

if you have any complaints concerning Track & Field Tours processing of your personal data please email us at:

[Info@trackandfield.co.uk](mailto:Info@trackandfield.co.uk)

or you can write to us at Track & Field Tours, Track & Field House, 66 Fryerning Lane, Ingatestone, Essex CM4 0NN

Please note that you have the right to lodge a complaint with the supervisory authority which is responsible for the protection of personal data by contacting:

**Information Commissioner's Office** by telephone on 0303 123 1113, or by using the live chat service which is available through the Information Commissioner's website at: [www.ico.org.uk](http://www.ico.org.uk).