

About our Privacy Notice

Venture Travel Group Ltd takes your privacy seriously and we are committed to protecting your personal information. Our Privacy Notice explains how we collect, use and share personal information in the course of our business activities.

About Venture Travel Group Ltd

This website is operated by Venture Travel Group Ltd, a company registered in England and Wales under Company Registration Number 10593122, with its registered office situated at 3 Ffordd Newydd.

This Privacy Notice covers Venture Travel Group Ltd, [its websites, mobile applications and mobile websites] except where you are notified of another privacy notice.

Providing your personal information

You do not have to provide your personal information to us, but if you do not provide certain information we will only be able to provide limited products and services to you. For example, where you refuse to provide mandatory travel information, we will not be able to arrange travel for you.

Updates

We may amend this Privacy Notice from time to time to keep it up to date with legal requirements and the way we operate our business. If we decide to change our Privacy Notice we will place any updates on this webpage. Please regularly check this webpage for the latest version of our Privacy Notice. If at any point we decide to make fundamental changes to our Privacy Notice, we will seek to inform you by notice on our website.

Third Party Websites

You might find external links to third party websites on our website. Our Privacy Notice does not apply to your use of a third party site. We are not responsible for the privacy practices of websites that are not operated by us and encourage you to read the privacy statements of any such third party site.

The personal information we collect and when and why we use it

Personal information we collect and use if you make a booking with us

When you book a flight, holiday, cruise or make other travel related bookings with us, we will collect, process and use personal information so that we can deal with all aspects of your booking.

Types of personal information we collect

The types of personal information we collect when you make a booking with us includes your:

- Full names of all passengers

- Email Address
- Home Address
- Home and Mobile Phone number
- Passport information

How we use this personal information

We use your personal information to:

- **fulfil our agreement with you** and/or deal with your booking or intended booking, including processing your booking, sending you your itinerary or other details relating to your booking, or contacting you if there is a problem with your booking
- **manage your wider travel and products or services requirements** (for example, liaising with and transferring your data to tour operators, airlines, service providers and/or travel facilitators so that they can facilitate your booking and/or your travel arrangements), this includes when you book a holiday package, hotel, car or other ancillary service which may be provided by us or third parties
- **process payments for your booking, fulfil requests for refunds and for accounting or audit purposes**
- **market our products and services to you**
- **as you may authorise or consent to additionally from time to time**

Special categories of personal information we collect and use

We also collect special categories of personal information. The types of special categories of personal information we collect when you make a booking with us include:

- details about your health or medical condition

We use special categories of personal information to:

- **determine your fitness to travel** (for example, if you have a pre-existing medical condition which may make it unsafe to travel)
- **provide you with special assistance** (for example, where you tell us that you need an oxygen tank or a wheelchair) on our flights, at destinations or activities or at airports
- **fulfil special dietary requirements** you tell us about
- **address a security or medical incident**
- **comply with legal or regulatory requirements**
- **as you may authorise or consent to additionally from time to time**

We do not generally collect special categories of personal information from you (or those you are booking for), but where we do, we seek to minimise the collection and use of it and handle it with extra care. We also share this information with third parties (who help manage our business and deliver services [such as those parties who provide wheelchairs at airports]), and we transfer it globally.

Where you (or any passenger travelling) provides us with special categories of personal information you agree that you have voluntarily provided such information, and you consent (and the passenger travelling consents) for us to use that information for the purposes for which it was collected.

Making a booking on behalf of another person

If you are making a booking on behalf of another person(s), it is your responsibility to obtain their consent to make the booking and share their details with us (as anticipated by this Privacy Notice), which we will assume that you have done prior to making the booking. It is also your responsibility to represent that person during the booking process, which means that you will need to provide us with the information required to make a booking, such as the full name and passport details of the person

concerned, and explain to that person how we will use their personal information as set out in this Privacy Notice.

Personal information we collect and use if you have any queries about any of our products or services

If you have any queries about any of our products or services, or compliments or complaints, we will need to collect information from you, including your contact details, in order for us to respond to your query or provide you with assistance. We will collect this information when you submit a form on our website, send us an email, call our customer service centre, visit a local office or retail centre, or contact us via another form of communication such as through social media.

Types of personal information we collect

The types of personal information we collect includes:

- Full names of all passengers
- Email Address
- Home Address
- Home and Mobile Phone number
- Passport information

How we use this personal information

We use your personal information to:

- **address your inquiry or any other interaction with us** as efficiently as possible
- **to authenticate your identity** such as when you call our customer service centre
- **as you may authorise or consent to additionally from time to time**

Personal information we collect and use in the event of an emergency

Types of personal information we collect

The types of personal information we collect include:

- Full names of all passengers
- Email Address
- Home Address
- Home and Mobile Phone number
- Passport information
- Emergency contact: person and number

How we use this personal information

We use your personal information to:

- **provide in-flight or on the ground medical support**
- **provide accurate and updated information to persons directly affected** by an emergency such as your next of kin and other relatives
- **provide information to emergency services, hospitals and clinics** if you are admitted to them on your medical condition
- **communicate to embassies and consulates** regarding their citizens
- **arrange a hotel booking** in the event re-accommodation is necessary
- **as you may authorise or consent to additionally from time to time**

Personal information we collect and use when you use our Website

Our website uses cookies. A “cookie” is a small computer file which is downloaded to your device. It collects information as to how you navigate our website and the internet, and helps us provide better services to you and tailor certain content. Cookies may collect personal information about you. For more information see our Cookie Policy.

Personal information we collect and use for legal, compliance, regulatory and crime detection and prevention purposes

We process your personal information so that we can meet our legal, compliance and regulatory obligations, for legal purposes, such as to respond to a valid legal claim, summons or regulatory order, and to protect our property, rights and interests as well as the property, rights and interest of other persons.

We also process your personal information for crime prevention and detection purposes, including the prevention of fraud for online payments, for identity verification, for credit checking and credit scoring purposes and accounting or audit purposes. If you visit one of our local offices, retail centres or other properties, you may be monitored by closed circuit television for security purposes. In each case, we do so in compliance with applicable laws.

Personal information we collect and use from third parties

We collect personal information from third parties who you have authorised to provide your personal information to us (for example, this may another person making a booking on your behalf, your travel companion, your travel coordinator, our promotion partners, social media and other digital platforms). We combine this information with the information we collect directly from you or about you for the purposes set forth in this Privacy Notice.

Personal information we collect and use when you are making a payment

We collect different personal information depending on your payment method (such as credit card, bank transfer, cash). For example, for credit card payments we may collect:

- Full names of all passengers
- Email Address
- Home Address
- Home and Mobile Phone number
- Passport information
- Bank details to process the payment

Legal basis for using your personal information

We will only collect, process use, share and store your personal information where we are satisfied that we have an appropriate legal basis to do this.

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data.

Please *Contact us* if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.