

## **Privacy notice**

The purpose of this policy is to outline how BM Travel Centre has established measures to protect your privacy and information rights.

### **Your rights**

We recognise that you have rights as a 'data subject', and that we have an obligation to uphold these.

This privacy notice aims to outline how we maintain these rights. In particular, it outlines:

- How we collect and process your information
- Why we do this
- How you can exercise your rights;
- Who to contact in the event you're unhappy with our performance.

Depending on why we have collected your information, your information rights could include:

Right	Explanation
Right to be informed	This encompasses the obligation for us to be transparent in how we collect and use your personal data.
Right of access	You have the right to access your personal data and supplementary information.
Right to rectification	If the information we hold on you is inaccurate or incomplete, you can request we correct this.
Right to erasure	You can request we delete or remove personal data where there is no compelling reason us to continue processing
Right to restrict processing	You have the right to request we cease processing your data, if: <ul style="list-style-type: none"><li>• You consider it inaccurate or incomplete;</li><li>• Where you object to processing and we are considering whether we still have a legitimate interest to process it.</li><li>• Where we don't need the data for the original reason we collected it, but may need it to support a legal claim</li></ul>
Right to data portability	Where you have consented to our processing your data, or where the processing is necessary for us to deliver a contract, you can request a copy of that data be provided to a third party in electronic form.

Right to object	You have the right to object to our processing under certain circumstances. For example, you can object to:
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	<ul style="list-style-type: none"> <li>• direct marketing (including profiling); and</li> <li>• processing for purposes of scientific/historical research and statistics</li> </ul>
Rights relating to automated decision making including profiling	<p>Where we apply automated decision making, we must</p> <ul style="list-style-type: none"> <li>• give you information about the processing;</li> <li>• introduce simple ways for you to request human intervention or challenge a decision;</li> <li>• carry out regular checks to make sure that our systems are working as intended</li> </ul> <p>Information related to automated decision making is contained later in this notice.</p>

### Information we collect

Please find below a summary of the information we collect and how we use this to deliver services to you.

Information we collect	Why we collect this	How we process this
Name, Address, contact and passport details	Contractual obligation for travel bookings. Contact you with special offers and updates of your bookings/travel arrangements.	Collected information from yourselves is passed onto third Parties relating to the booking process (Hotels, Transfer companies, airlines, overseas agents and DMC's).
Name, Address Family Details, work details (including children) ages. Passport details and photographs	Statutory obligation for visa processing.	Collected information from yourselves is passed onto Embassies and Consulates either through their respective websites, agents, representatives or office's for processing your visa applications.
Name, Address date of birth, Passport details	Contractual obligation for money transfers.	Collected information from yourselves is passed onto money transfer companies either through their respective secure websites, agents, representatives or office's for processing your money transfer.

### Retention of data

BM Travel Centre retains information for seven (7) years from our point of last contact and in some cases longer to provide you a better and easy experience with us. We hold this information to

support our legal and regulatory requirements. If you object to this retention, please contact us – details provided in the ‘Contact’ section.

### **Securing your information**

The protection and safe-guarding of your personal data is very important to us and we implement various security safeguards to protect your data, including:

- Encryption and passwords.
- Regular reviews of our processes for collecting, storing and processing your personal data.
- Restricting access to your personal data to authorised users. This includes the use of physical security measures.

However, whilst we take appropriate technical and organisational measures to safeguard your personal data, please note that we cannot guarantee the security of any personal data that you transfer over the internet to us.

### **Contact details**

We recognise that you may have questions on how we process and/or store our data, or may want to change either the data we hold on you or how we communicate with you in the future.

If you have given consent for processing, you are free to withdraw that consent.

To let us know this is the case [res@bmtravel.co.uk](mailto:res@bmtravel.co.uk)

If you have any questions in respect of this notice, or would like to exercise your rights as a data subject (for example, to correct data or to exercise your right to access):

- BM Travel Centre as data controller, can be contacted as follows: Post:  
BM Travel Centre 13 The Arcade, Leagrave Road Luton, Beds LU4 8JE. Tel: 01582 808430  
Email: [res@bmtravel.co.uk](mailto:res@bmtravel.co.uk)