

Younique Travel Adventures Privacy Policy

Younique Travel Adventures understand that how we collect, use, disclose and protect your information is important to you.

This Privacy Policy sets out the types of personal information we receive and collect when you use our services, how we collect it, and what we do with it, as well as some of the steps we take to safeguard information. Younique Travel Adventures hope this will help you make an informed decision about sharing personal information with us.

This Privacy Policy may be updated from time to time. You are responsible for reviewing this Privacy Policy periodically and informing yourself of any changes to this Privacy Policy.

Information we collect about you

Depending on whether you are signing up to a trip or enquiring about information, YTA may collect and hold personal information such as:

- your name, date of birth, gender, postal address, telephone number, email address, passport details, medical information and travel insurance details (where applicable);
- details of the trips you have purchased from us or which you have enquired about, together with any additional information necessary to deliver those products and services and to respond to your enquiries; and

Information that we collect (for example your health declaration forms) We collect it to provide you with our services, cater to your needs or act in your interest, and we are only prepared to accept sensitive information on the condition that we have your positive consent.

If you visit our website or use our mobile applications, we may also collect information that is not personal information to improve the experience for our customers. This information may include the pages you visit, your IP address, browser type and language, and the date and time of your visit. We cannot identify you individually from this information. Some of this information is collected using cookies.

When you are travelling with us, we may take video and images of you that may be used in brochures, in our advertising or on our website and all social media platforms. All participants of YTA Group trips authorise us to use his/her image (such as a photograph, film or pictorial representation or recorded voice). If you do not wish for this to happen, please notify us in writing using the contact details below.

How do we collect personal information?

You may volunteer this information when you request information from us, contact us (and vice versa), make a booking, register interest for and/or enter a competition, subscribe to one of our newsletters, use our website, link to or from our website, connect with us via social media, by speaking to one of the team or any other engagement we or our business partners have with you.

We do not receive any information from a third party.

Why do we collect, use, hold and disclose your information?

We collect personal information about you so that we can carry out what you need from us, in terms of booking your full trip including flights, and to provide the best possible quality of customer service.

We may collect, hold, use and disclose your information for the following purposes:

- Administering services, we are providing to you such as arranging your trip booking
- Some countries will only permit travel if you provide your advance passenger data. These requirements may differ depending upon your destination and you are advised to check. Even if not mandatory, we may exercise our discretion to assist where appropriate
- Manage our relationship with you, including updates about your trip booking and handling complaints
- To contact you in the event of an emergency
- Combining information collected from you at different times for research and analysis to provide a better customer experience.
- To keep you up to date with things we think you will be interested in, this includes sending you emails, and/or sending you leaflets of our upcoming trips.
- Providing relevant information, which may include sensitive personal information, to insurers, and medical staff in circumstances where we/they need to act on your behalf or in the interest of passengers or in an emergency.
- To make improvements to our site(s) and make it easier to find the information you are looking for

When you provide your email address to YTA to make a request for information, your contact details may be retained even if you do not go ahead with the booking. These details are captured using a secure service. This is so we can assist you with future requests and because of this you may receive a follow up enquiry email. This email will contain information on what action, if any, you can choose that will direct us to cease any further contact with you or destroy the personal information we have collected about you.

We are only permitted to store your personal information for as long as necessary depending on the purpose for which it was collected. We may therefore delete your personal information after a reasonable period and, if you have not used our services for some time, you may have to re-enter or re-supply your personal information to us.

We will not disclose your personal information otherwise than as described in this Privacy Policy without your consent unless we reasonably believe that disclosure is necessary to lessen or prevent a threat to life, health or safety or for certain action to be undertaken by an enforcement body (e.g. prevention, detection, investigation, prosecution or punishment of criminal offences), disclosure is authorised or required by law or disclosure is otherwise permitted by applicable privacy laws.

Who do we disclose your information to?

We may disclose your personal information as follows:

- We may disclose your personal information to our employees, contractors or third-party service providers located in the UK or overseas for the purposes of the operation of our

business, fulfilling requests by you, managing your bookings, responding to your enquiries and to otherwise provide products and services to you, including, without limitation, to airlines, tour companies, debt collectors, and professional advisors such as accountants, solicitors, business advisors and consultants.

- We may share information with third parties in limited circumstances without your consent where we reasonably believe the disclosure is necessary to lessen or prevent a threat to life, health or safety, or for certain action to be undertaken by an enforcement body (e.g. prevention, detection, investigation, prosecution or punishment of criminal offences), where disclosure is authorised or required by law or disclosure is otherwise permitted by applicable privacy laws. For you to travel abroad, we may disclose your personal information where disclosure is required by government authorities at the point(s) of departure and/or destination to process your information for immigration, border control, security and anti-terrorism purposes.

YTA's links with Overseas Providers

When you provide, or otherwise allow us to collect, your personal information, you consent to your personal information being disclosed to relevant related overseas entities and third party overseas recipients, as set out below.

In providing our services to you, it may be necessary for us to disclose personal information to relevant overseas entities. For instance, we may need to disclose personal information to our related overseas entities in order to respond to your enquiry. We may also need to disclose personal information to overseas recipients other than our related overseas entities (**third party overseas recipients**), such as relevant overseas travel service providers for arranging your booking with them.

Where we disclose your information to our related overseas entities, we require that appropriate confidentiality and security measures are in place, and that your information will be handled in accordance with the relevant privacy policy.

Where we disclose your personal information to a third party overseas recipient, your personal information will be received in the country in which the recipient will provide the services to you or in which their business is based.

By using our products and services, you agree that we will not be required to ensure that third party overseas recipients comply with UK or European data protection and privacy laws or otherwise be liable or accountable for how the recipient handles your personal information.

We deal with many different service providers in the locations YTA visit, so it is not possible for us to set out in this Policy for all the different countries to which we may send your personal information. However, if you have any specific questions about where or to whom your personal information will be sent, please contact us in writing using the contact details below.

Security of information

Younique Travel Adventures has implemented various physical, electronic and managerial security procedures in order to protect personal information from loss and misuse, and from unauthorised access, modification, disclosure and interference. YTA regularly reviews our security processes and

will strive to protect your personal information as fully as we protect our own confidential information.

Payment security:

- All transfers made to Younique Travel Adventures for payment are done so with the protection of the Travel Trust Association.
- Younique Travel Adventures does not store your payment card number in any of our systems, it is used only within the context of the transaction then destroyed upon receipt from an acquiring bank.
- Personal information is destroyed or de-identified when no longer needed.

Whilst we take reasonable steps to ensure that your personal information is secure, as the internet is inherently insecure, any personal information or other information you transmit to us online is transmitted at your own risk.

How do I access and correct my personal information?

You can enquire about personal information we hold about you by contacting the YTA team. We will need to verify your identity before disclosing personal information. Please allow up to 5 business days for us to process your request, however we will endeavour to deal with your request sooner.

You can ask us to update any inaccurate, incomplete or out-of-date information we hold about you by contacting the YTA team. There is no fee to make an enquiry or request in relation to your information, or for us to add to, correct or update our records.

There may be instances where we cannot grant you access to the personal information we hold. For example, we may need to refuse access if granting access would interfere with the privacy of others or if it would result in a breach of confidentiality. If that happens, we will give you written reasons for any refusal.

Marketing and privacy

We may from time to time use your personal information to identify new or existing trips that we believe may be of interest to you. We may communicate this via email, phone or your postal address. If you no longer wish to receive these updates via email, you may opt-out by clicking the unsubscribe link contained in the message. You can contact the YTA team to opt-out of receiving phone and postal updates. You can opt-in in future if you wish to receive these updates again.

We comply with the Spam Act 2003 and do not share, sell or rent information to any third parties for the purposes of direct marketing.

Use of "COOKIES"

YTA do use cookies and those cookies may be stored on your computer when you visit our website.

YTA use Google Analytics to analyse the use of our website. The information that is gathered is relating to the website and is used in relation to our website by creating reports. Google's privacy policy is available at: <https://www.google.com/policies/privacy/>