

Privacy Policy

Owen's Travelmaster is committed to protecting your privacy and this Privacy Policy sets out the nature of the information we collect, how we collect it, and what happens to it.

1 Your information

This means such as your name, contact details, travel preferences and special needs/disabilities/dietary requirements that you supply us or is supplied to us, including any information about other persons on your booking relating to the same ("your information"). Your information is collected when you request information from us, contact us (and vice versa) or make a booking with us. You are responsible for ensuring that other members of your party are aware of the content of our Privacy Policy and consent to your acting on their behalf in all your dealings with us. We will update your information as appropriate in order to ensure it is up-to-date and fully accurate

2 Our use of your information

A We may disclose your information to our suppliers and service providers, who may be located outside the UK/EEA, so that we can provide you with our holiday services, including transfers, flight, holiday or insurance etc. Only information that is necessary for this purpose is disclosed. For air holidays, it may be mandatory requirement, imposed on airlines by governments at the point(s) of departure and/or destination, to disclose your information for security and anti-terrorism purposes, or any other purposes which they determine appropriate.

B We may use your information for the purposes under which we are registered with the Information Commissioner under the Data Protection Act. We may also disclose your information to companies who carry out data processing services on our behalf such as for administration, business management, operations, research and analysis, marketing, monitoring, analysis and other normal business practices. If we search against the files of credit reference agencies, they will record the search and hence the way in which you conduct your account with us may be shared with other lenders and credit agencies.

C Some of the data we collect about you, such as relating to health, may be considered "sensitive personal data" under the Data Protection Act 1998. We collect it to cater to your needs or act in your interest, but we do so on the condition that we have your positive consent. By booking your holiday with us you also agree for your insurers, their agents and medical staff to disclose relevant information (which may contain sensitive personal data) to us in circumstances where we need to act in the interest of everyone in the group you are travelling with. For example, if you become ill and your illness is infectious, we may need to make special arrangements for you and also ensure that you do not return with the group immediately.

If you do not agree to our use of your information in the manner described above, we cannot accept your booking.

3 Direct Marketing Material

A We may from time to time contact you by post with information on offers and holidays and related services, brochures, new products, forthcoming events or promotions.

B You may indicate your preference to also receive our direct marketing material for the above purposes by telephone or e-communications (e-mail, SMS or e-brochure) on our website(s) or forms, or to our staff at the time you first supplied us with your information.

C If you do not wish to receive such information or would like to change your preference, please refer to point (B) of “Your Rights” below.

4 Your rights

A You have the right to ask in writing a copy of the information we hold about you and to correct any inaccuracies in your information by completing our Data Subject Access Request Form.

B You have the right to ask in writing not to receive direct marketing material about our products and services. Once properly notified by you, we will take steps to stop using your information in this way.

5 Use of Cookies

This website uses “cookies” allowing us to identify your computer but not you personally. A cookie is a small piece of data sent from our web server to your computer and stored in a text file on your hard drive though you can set your web browser to refuse cookies. We use cookies to store your preferences such as your preferred departure point(s) and holiday shortlist, and to measure site usage and related information, nothing more. Owen’s Travelmaster do not store sensitive information such as your name, address or payment details using cookies. If you prefer to restrict, block or delete cookies from this and other websites, you can use your browser to do this. Each browser is different, so check the ‘Help’ menu of your particular browser to learn how to change your cookie preferences.

6 Links to other websites

If you are making a purchase or other process-led transactions, we may also use cookies to keep track of the transaction from one web page to another. Our website(s) may contain links to other sites not controlled by us.

These sites may send you cookies and collect data and personal information. We are not responsible for the actions, content or the privacy policies of those websites to which our website(s) may link.

7 Aggregated Information

We may collect aggregate information relating to customer trends and patterns and may disclose aggregate statistics about enquiries made, visitors, customers and sales in order to describe our services to prospective partners, purchasers, advertisers and other reputable third parties and for other lawful purposes. No personally identifying information is disclosed.

8 Monitoring

To ensure that we carry out our instructions accurately, to help improve our service and in interest of security, we may monitor and/or record telephone calls and customer transactions and activities on our website. All recordings are and shall remain our sole property.

9 Changes to the Private Policy

We reserve the right to make changes to this Policy as required. Updates will be shown on our website, brochure and/or made available on request. We will strive to ensure our practices comply with the most current available version of this Policy.

