



**C O R P O R A T E T R A V E L S E R V I C E S**

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# **PRIVACY POLICY**

## **Our Commitment to Privacy**

Your privacy is very important to us and Pereger Limited is committed to ensuring that your privacy is protected. This Privacy Policy sets out how Pereger Limited uses and protects any information that you give us. Should we ask you to provide us with information by which you can be identified, you can be assured that it will only be used in accordance with this Privacy Policy. Pereger Limited requests that you read this Privacy Policy carefully and in its entirety as it relates to an individual's rights regarding personal information.

## **The Information That We Collect**

In providing our service to you, we may collect, store and use the following kinds of personal information:

- Personal details such as name, date of birth and gender;
- Contact details such as address, telephone number and email address;
- Passport and visa details;
- Employment details;
- Next of kin details;
- Credit/debit card or other payment details;
- Travel destinations and schedules;
- Travel preferences such as accommodation, seating and meal preferences, including dietary restrictions (which may disclose your religious beliefs);
- Reservation information;
- Other information relevant to customer surveys and/or offers;
- Information that you provide to us for the purpose of subscribing to our website services, email notifications and/or newsletters;
- Information about your computer and about your visits to and use of our website.

## **How We Use Information**

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

## PEREGER CORPORATE TRAVEL SERVICES

- To create a Traveller Profile document, which holds personal information and travel data for each traveller. This is kept on file as a reference document and consulted each time a reservation is to be made;
- To make travel reservations and payment for those reservations;
- To prepare reports summarising travel expenditure or compliance with the travel policy;
- For internal record keeping;
- To improve our products and services;
- To periodically send promotional correspondence about new products, special offers or other information which we think you may find of interest;
- To contact you from time to time for market research purposes. We may contact you by email, phone, fax or mail;
- To customise our website according to your interests.

### Disclosures

The personal information collected is used solely for the provision of our services. We may disclose your personal information:

- To any of our employees, officers or agents;
- To our suppliers or subcontractors, internet booking engines, the global distribution systems and industry reporting authorities as necessary to fulfil the services provided. Pereger Limited does not exercise any control over such parties;
- To government authorities for the mandatory provision of information for security and immigration purposes when travelling overseas;
- To the extent that we are required to do so by law;
- In connection with any legal proceedings or prospective legal proceedings;
- In order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);
- To the purchaser (or prospective purchaser) of any business or asset which we are (or are contemplating) selling;
- To any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

Except as provided in this Privacy Policy, we will not provide your information to third parties and we do not use, sell or share personally identifiable information provided to us in ways unrelated to the ones described above unless your permission is obtained beforehand.

You may choose not to provide any or all of the personal information that is requested or choose not to have your personal information shared with a third party. By doing so however you may limit your ability to receive some or all of our services.

# PEREGER CORPORATE TRAVEL SERVICES

## International Data Transfers

During the course of the provision of our services, the information that we collect may be transferred to countries which do not have data protection laws equivalent to those in force in the European Economic Area.

## Monitoring

To ensure that we carry out your instructions accurately, to help improve our service and in the interest of security, we may monitor and/or record your phone calls. All recordings are and shall remain our sole property.

## Our Commitment to Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access, maintain data accuracy and ensure the correct use of information, we have put in place appropriate physical, electronic and managerial procedures to safeguard and secure the information we collect.

Data transmission over the internet is inherently insecure however and we cannot guarantee the security of data sent over the internet, so there are risks if you send personal data in this manner, or you ask us to do so. When you provide us with email or fax contact details, we will assume that your arrangements are sufficiently secure and confidential to protect your interests. Data we send by email is not routinely encrypted, so please tell us if you do not wish us to use email as a form of communication with you.

## Cookies

We reserve the right to use technology to track the patterns of behaviour of visitors to our website, and to make our site easier to use. This can include using a cookie. A cookie consists of information sent by a web server to a web browser which is temporarily stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This helps to analyse web traffic and enables the web server to identify and track the web browser, to allow web applications to respond to you as an individual. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. Further information can be found at [www.allaboutcookies.org](http://www.allaboutcookies.org) or [www.aboutcookies.org](http://www.aboutcookies.org)

## Links to Other Websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. We cannot therefore be responsible for the protection and privacy of any

## **PEREGER CORPORATE TRAVEL SERVICES**

information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Controlling Your Personal Information**

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form, you may opt out by indicating that you do not want the information to be used by anybody for direct marketing purposes;
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to us at the address below or emailing us at [datacontroller@pereger.com](mailto:datacontroller@pereger.com).

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee may be payable (currently £10.00). We aim to respond within 21 days from the date of request. We may withhold such personal information to the extent permitted by law.

If you would like a copy of the information held on you, please write to:

The Data Controller  
Pereger Limited  
130 Aztec  
Aztec West  
Bristol  
BS32 4UB

You may also email us at [datacontroller@pereger.com](mailto:datacontroller@pereger.com).

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

To protect your privacy and security, we will take reasonable steps to verify your identity before granting access or making corrections. We will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address.

### **Changes to Our Privacy Policy**

Pereger Limited keeps its Privacy Policy under regular review and reserves the right to revise, amend or modify this at any time and in any manner. You should periodically check the Policy on the website to ensure that you are happy with any changes. This policy is effective from 1 October 2010.

# **PEREGER CORPORATE TRAVEL SERVICES**

## **Data controller**

The data controller responsible in respect of the information collected is Pereger Limited.  
Our data protection registration number is Z2371347.

## **Information Commissioner**

If you wish to make any complaints about the way in which Pereger Limited holds your data, please write to:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
T: 0303 123 1113  
F: 01625 524510