

**Please read our Privacy Policy carefully before using this website** ("the Site"). In this Policy "we", "us" and "our" means Toursareus.co.uk Ltd and "you" means the individual who is using the Site.

### **How do we collect information about you?**

We collect personal and financial information which we obtain from you or from any third parties when you apply for a card or any other product or service or which you or third parties give us from time to time. We will also collect information about you when you register to use the services provided on this Site or when you contact us. We may also collect information through the use of cookies.

### **What we use cookies for?**

Internet cookies are common and do not harm your system – they just store or gather site information. They help you do things online, like remembering logon details so you don't have to re-enter them when revisiting a site.

We use cookies to:

1. Gather customer journey information across our sites
2. Ensure your privacy in our secure sites
3. Store login details for our secure sites
4. Temporarily store details input into our calculators, tools, illustrations & demonstrations
5. Store details of your marketing, product & business unit preferences to improve our targeting & enhance your journey through our sites
6. Evaluate our sites advertising & promotional effectiveness (we own the anonymous data collected, which is not shared with anyone).

We use both our own (first party) and partner companies' (third party) cookies to support these activities.

We don't use cookies to track people's Internet usage after leaving our sites and we don't store personal information in them others could read and understand. We will not sell or distribute cookie information without your prior consent.

### **How will we use the information we collect about you?**

We may put your information on the Toursareus.co.uk Ltd Group customer systems and use it in the following ways:

1. To supply and manage any services we provide to you
2. To improve and develop the products we offer
3. To learn more about you so that we can identify products and services which may be of interest to you
4. To tell you about our own and other company products and services which may interest you? We may tell you by letter, phone (including automated dialing), or e-mail but we will only contact you if you have expressly agreed that we can.

If you don't want us to tell you about other products and services please write to us at Toursareus.co.uk Ltd Panda Tweentown Cheddar Somerset BS27 3JF or you may e-mail us at no@toursareus.co.uk.

### **Security on Card Payments and Payments to us**

Please do not send any personal financial details like Credit / Debit Card or Bank Account details by e-mail to us, this also applies to normal royal mail by or by fax to us you must do this over the telephone to us personally on 0845 052 5322 when making your booking or paying your balance to us, we do carry out personal credit checks when paying by Credit / Debit / Switch / Solo / JCB or other cards that we take, we will at the take your information about you over the telephone on a our company booking form and once your details have been processed through our card payment system we will destroy that information by the way of a paper shredder we will only hold personal information on our account package which will consist of your name – address – post code – contact telephone numbers includes mobile telephones and the details of your product you have purchased of us plus how you paid for this Credit / Debit / Cheque / Postal Order / Cash, although we do not like payments of cash but this will be down to the discretion of our company directors or managers BACS payment transfers can be arrange once we have carried out a credit check.

### **How long will we keep your personal information on file?**

We will not keep your information for longer than is necessary and will take steps to ensure that it is kept up to date. You have a right under the Data Protection Act 1998 to ask what information we hold about you. You can do this by writing to us at Toursareus.co.uk Ltd Panda Tweentown Cheddar Somerset BS27 3JF or you may e-mail us at [no@toursareus.co.uk](mailto:no@toursareus.co.uk)

### **Will we share your information with anyone else?**

We may need to pass on your information to people who provide a service to us (although we only do this on the understanding that they keep your information confidential) and anyone to whom we may transfer our rights and duties. We may also disclose your information if we have a duty to do so or if the law allows us to.

If we transfer your information to a service provider in another country we will make sure that the service provider agrees to apply the same levels of protection as we are required to apply to information held in the UK and to use your information only for the purpose of providing the service to us.

### **Security**

Please remember that internet communications are not secure unless the data being sent is encrypted. We cannot accept any responsibility for unauthorised access by a third party or the corruption of data sent to us.