

Privacy Statement

(In compliance with the Data Protection Act 1998)

We understand and respect the importance of your privacy and we are committed to safeguarding your personal information. In providing our service to you, we must collect personal information from you and make subsequent use of it as detailed below. We will only collect personal information from you by specifically asking for it when you make a booking with us over the telephone or when you write, fax, telephone or email us to make an enquiry.

We may collect all or some of the following information relating to you or other members of your holiday party: names and contact details (including email addresses); passport details; credit/debit card or other payment details; special requirements such as those relating to any disability or medical condition which may affect the chosen holiday arrangements; dietary restrictions (which may disclose your religious beliefs); shoe size and height details.

For the purpose of providing you with our services, we may disclose the information to the providers of the services making up your holiday arrangements (who could be located outside the UK/EEA). In order for you to travel overseas, it may be mandatory (as requested by government authorities) to disclose your information for immigration, security and anti-terrorism purposes, or any other purposes which they determine appropriate. Even if not mandatory, we may exercise our discretion to assist where appropriate. We may need to disclose our customer list including any personal information relating to you to a third party who acquires or attempts to acquire all or substantially all of the asset/stock in our company or our website.

We may retain the information we collect from you in order that we can retrieve them for use in relation to any subsequent bookings you make with us. Some of the information we collect (such as about health, or body measurements) will only be collected on the condition that we have your positive consent to us using it as we identify to you at the time we collect it. In the case of our use of this information for providing your holiday arrangements, this consent will be assumed when you give us the information. In all other cases we will ask for the appropriate consent where necessary.

If you take part in one of our promotions, we may wish to share the name(s), address and email address that you supply to us for the purposes of the promotion with the carefully selected partner with whom we are running that promotion. We will ask you in the details of the promotion in question whether you would like us to use your data in the way that we describe and we will give you opportunity to decline to have us share that information in the way described.

In relation to all other information, if you do not agree to our use of it as set out above you should inform us as soon as possible by writing to us at Wight Wanders, 22 Broadfields Avenue, Cowes, Isle of Wight, PO31 7UD.

We may from time to time contact you with information about special offers, brochures, new products, forthcoming events or competitions. You will be given the opportunity on every communication we send you to indicate that you do not wish to receive our promotional material.

We have taken all reasonable steps to have appropriate security measures in place to protect your information. Outside the European Economic Area, controls on data protection may not be as wide as the legal requirements in this country.

You may ask us in writing for a copy of the information we hold about you (for which we may charge a fee) and to correct any inaccuracies in your information. We aim to respond to you within 21 days from the date of request. As our privacy statement may change due to developments in the law we encourage you to reread this from time to time so you are aware of any changes in how we gather and use your personal information.

Website privacy

Our web server logs visits to this website, and our website also uses cookies. A 'cookie' is information that a website stores on your computer so that it can remember something about you at a later time. The main purpose of a cookie is to identify users and to personalise their visit by customising a web page for their use. Our use of cookies does not involve the capture of personal details.

We use online tracking software to track the progress of visitors to our website. Our software collects clickstream information (information about the pages which you have visited while browsing the site), and also the following information: internet protocol (IP) address; browser capabilities (eg browser, operating system, screen colours, screen resolution, flash version, java support); network properties (eg network location, connection speed); language; city and country; email addresses of those who make a booking; postcodes of those who request a brochure. Email addresses and postcodes are retained and may be used for analysis by our external advertising, marketing or database consultants but other than as set out above, will not be used for marketing or any other purpose.

Our privacy statement does not apply to third party websites accessed from this website or from which this site has been accessed. Please refer to the individual site's own privacy statement.

Email privacy

When you sign up for our email bulletins, we collect only the information requested on our email bulletin sign up form (ie your name, email address, country of residence and information about your holiday preferences). This information will be used to send you the email bulletins and to create a profile of our user base.

We may conduct small surveys via our email bulletins. If you wish to take part in any such survey, we will only use the information you provide via the survey for the purposes specified in the survey.

We do not pass your details on to any third parties outside our group other than those directly involved in facilitating the sending of our email bulletins.

If at any time you wish to unsubscribe from our email bulletin service you may do so by following the unsubscribe instructions in the bulletin.

Financial Information Privacy

Online Payment Privacy

Our online website booking financial transactions are handled through our payment services provider, PayPal. You should only provide your personal information to PayPal after reviewing the PayPal privacy policy (available at www.paypal.com). We will share information with PayPal only to the extent necessary for the purposes of processing payments you make via our website. We store no Credit or debit card details.

Our online Shop financial transactions are handled through our payment services provider, Google Check Out. You should only provide your personal information to Google Checkout after reviewing the Google Checkout Privacy Policy (available at www.google.com). We will share information with Google only to the extent necessary for the purposes of processing payments you make via our website. We store no Credit or debit card details.

Telephone payments Privacy

We do not store your credit or debit card details when paying for goods over the phone. (That is why we ask for them for every order placed). We use advanced encryption so that your card details cannot be seen. We use the Secure Socket Layer (SSL) for all orders placed – this prevents you from inadvertently revealing any personal information. The three digit card signature code will be required to place an order – this ensures that your card cannot be misused

Last updated on 13th April 2010