

Privacy Statement

It is necessary for us to collect certain personal information in order to process enquiries and to make and manage reservations for travel and related services. We have a legal duty to protect the personal data we collect and we are registered as a Data Controller with the Information Commissioner's Office:

Data Controller: A G Gates Ltd, trading as Gates Travel

ICO Registration Number: Z1014240

Date of Registration: 10/08/2007

The data we collect will usually include names, addresses, ages or dates of birth and contact details such as telephone numbers and email addresses. We may also require passport or ID card details and, in some cases, sensitive information such as religion or medical history.

We only collect information which is necessary for the fulfillment of bookings and enquiries and we will not retain this information for any longer than necessary. The period of retention may vary and may be subject to statutory or regulatory minimum requirements, such as those set by HM Revenue & Customs for tax records.

Personal data provided to us for the fulfillment of a booking or enquiry will only be used expressly for that purpose. We do not use this data for marketing purposes and we do not supply data to third-parties for marketing.

Optional subscription to a public mailing list for the receipt of news and offers by email is offered on our website. Subscribers may unsubscribe themselves at any time.

It may be necessary for us to pass certain personal data to suppliers such as tour operators, hotels and airlines for the fulfillment of bookings and enquiries. These suppliers may be in countries outside the European Union and where appropriate we will remind such suppliers of their legal obligations regarding the personal data of EU citizens.

It is often necessary to provide Advance Passenger Information, including passport details, to airlines before boarding passes can be issued. This information may be passed by airlines to foreign governments for immigration and security purposes. We will only pass this information to airlines if we have the consent of each passenger.

Personal data controlled by Gates Travel is stored electronically in secure computer databases to which only authorised employees have access. Some data relating to ongoing bookings or enquiries may additionally be held in hard-copy format as paper files and kept in locked storage. Supervised access to data is occasionally granted to approved external contractors for hardware and software support.

Data subjects have the legal right to access the personal data we hold about them and to request the rectification of any inaccuracy. Data subjects may also request the erasure of data (subject to some conditions). Personal data will be supplied to the data subject in a commonly recognised electronic format on request.

Correspondence concerning personal data should be addressed to :

The Data Controller
A G Gates Ltd
9 Library Road
Kendal
LA9 4QB

Or by email to data.controller@aggates.co.uk

Additional information about data protection and the legal rights of data subjects can be found at:

Information Commissioner's Office
<https://ico.org.uk>

UK Data Protection Act 2018
<https://www.gov.uk/data-protection>

European Commission General Data Protection Regulation 2018:
https://ec.europa.eu/commission/priorities/justice-and-fundamental-rights/data-protection/2018-reform-eu-data-protection-rules_en

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