GDPR Policy Notice - Client

**Your Personal Data:**

**What we hold?**

We only hold personal data about you that is necessary for carrying out our contractual obligations as your Travel Management Provider. This includes a name, email addresses and other work and personal information as provided to us by the Company.

**Why we need it?**

We need to know your personal data in order to effectively process your travel arrangements and for the administration as defined in the contract that you have with Munro’s Travel Ltd.

**How we store it?**

We will store your personal data in some/all of the following places:

* Our filing system
* On paper files
* In our Server; Microsoft Word, Excel, Shared Drive, Passenger Profile Solution,
* In email system
* In third party systems such as Online Booking Solution, Management Information Tool, Passenger Tracking Tool, Global Distribution System, Mid and Back Systems.

**Our IT systems**

Our systems have various security measures in place including firewall protection and anti-virus software. All data is also encrypted in transit between ourselves and any service providers.

We have spoken to our email scanning company with regards to their security and they have provided us with certification that the data they hold on their servers is being held securely.

**What we do with it?**

All personal data is processed in the UK by us and our suppliers and only in connection with your contract with Munro’s Travel Ltd. Third parties have access to your personal data to perform the duty of providing the contract. Our company does not transfer your data out with the European Union. If we use third parties they have signed Privacy Notices and if they transfer your data out with the European Union safeguards have been put in place.

The Controller and Processor have a Data Protection regime in place to oversee the effective and secure processing of your personal data.

**Confidentiality Undertaking**

We drafted a Confidentiality undertaking letter which will be signed by all employees within Munro’s Travel Ltd who may access personal data in order to formalise their personal undertaking to ensure confidentiality of such data.

**How long we keep it?**

We retain your personal data for as long as we have a business relationship with you and the data is required to support your contract with Munro’s Travel Ltd. Once this relationship ends, we confirm that we will securely erase or destroy your data whether in paper or electronic form.

**What are your rights? (Right to be forgotten)**

If at any point you believe the information we process on you is incorrect you can request to see this information and have it corrected, deleted or withdraw consent for it to be used. If you wish to raise a complaint on how your personal data is handled, you can contact {insert company name} or email {insert email address} to investigate the matter.

If you are not satisfied with the response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner’s Office (ICO).

Any queries or issues relating to data will be dealt with by contacting: