

Privacy Policy



This website is operated by Grey Falcon Travels. This policy (together with our terms & conditions and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. For the purpose of the General Data Protection Regulation 2016/679 ("GDPR"), the data controller for your personal data, is Grey Falcon Travels LTD (registered at 5 MeadowSweet Road, Leicester, LE5 1TP, United Kingdom).

On the condition that you provide your personal information to Grey Falcon Travels, you agree that this Privacy Policy

will apply on how we utilize your personal information. You give us consent to us gathering, saving, using and disclosing personal information as detailed in this Policy. If there are parts of this policy you do not agree with, you must NOT provide your personal information to us. If you do not give us your personal information, or if you withdraw permission that you have given under this Policy, it may affect our ability to deliver services to you or adversely impact the services we can provide to you. For example, most travel bookings must be made under the traveler's full name and must include contact details and appropriate identification (e.g. passport details). We cannot make bookings for you without that information.

Personal Information We Collect from You

Generally, the type of personal data we collect is the information that we need to enable you to make your travel arrangements and bookings and to arrange travel related services and/or products on your behalf. This includes:

- Details of your name, email address, telephone number, passport details, meal preferences, date of birth, address, nationality, booking reference number, destination address where required (i.e. the US) and other travel related documents, when you contact us on phone or our site.
- We need to use your personal information for our legitimate interest as an organization. For example, we may record calls to our customer

service center so that we can review how we handle calls and make any necessary improvements.

- Payment information (credit/debit card details, including card type, card number, security number, expiry date and billing address)
- Details of transactions you carry out through our site and of the fulfilment of your orders.
- If you contact us, we may keep a record of that correspondence.
- Grey Falcon Travels may also ask you for information when you enter a competition, promotion or survey that we use for research purposes, although you do not have to respond to them.

- Details of your visits to our site, such as, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise, and the resources that you access. In all such cases, we will look after your information at all times in a way that is proportionate, that respects your privacy rights and is in accordance with our Privacy Notice.
- Information about your passport details, dietary requirements and health issues (if any); and other details relevant to your travel arrangements or required by the relevant travel service provider(s) (e.g. accommodation providers).

- Where you make a travel booking on behalf of another person (e.g. a family or group booking, or a travel booking made for an employee), you agree you have obtained the consent of the other person for Grey Falcon Travels to collect, use and disclose the other person's personal information in accordance with this Notice and that you have otherwise made the other person aware of this Notice.

Uses Made of the Information

We use information held about you in the following ways:

- Enable the travel arrangements and bookings you have requested from us (i.e. booking of travel services mediated by us, as well as provision of

our own services).

- If you have commenced a booking process, but not completed the purchase, we may send you an e-mail with a link back to the search result, or to the commenced booking, depending on at which point your booking process on the website was discontinued.
- Before your travel arrangement commences, we will provide you with additional information and offers related to your specific travel arrangement. Some of the information is based on profiling carried out on the information you have provided over the course of the booking process (for example the date(s) you are travelling, your destination etc.).

- Record phone calls for quality assurance purposes and for any future requests or inquiries by you, and where applicable solve your potential requests or claims. If you do not want the phone call to be recorded, you may object to such recording before the recording starts.
- Use of cookies to for example improve the usability of this website, estimate our audience size and usage pattern, to speed up your searches, to store information about your preferences, and so allow us to customise our site according to your individual interests. We also use session cookies to improve the security of this website. If you don't want us to store cookies on your computer, you may change the settings in your browser at any time.

We may also use your data, or permit selected third parties to use your data, to provide you with information about goods and services which may be of interest to you. We (or they) will contact you by electronic means only if you have consented to this. If you do not wish to receive this information, you may opt-out at any time within the e-mail or by emailing us.

In addition to the above, we undertake such day-to-day measures that are necessary for businesses providing services to consumers, such as bookkeeping, accounting, billing, fulfilling, anti-money laundering obligations and maintaining our website security. To the extent this is not mandatory under applicable laws; we undertake these

measures based on our legitimate interest.

Disclosure of Your Information

We will disclose your personal information to third parties in the ways set out in this Notice only and, in particular, as set out below, and in accordance with the data protection laws.

We may disclose your personal information in the manner and purposes described below:

- With other entities within the Grey Falcon Travels, where such disclosure is necessary to provide you with our products and services or to manage our business, to personalise the service/offers you receive and for marketing, profiling and analytics.

- With third parties who help us manage our business and deliver our products and services, including promotional schemes. These third parties have agreed to confidentiality obligations and use any personal information we share with them or which they collect on our behalf solely for the purposes of providing the contracted service to us. These third parties include service providers who help manage our IT and back office systems, detect fraudulent transactions and security incidents, provide customer service center support, manage communications and tailor marketing and advertising; verify payments such as banks and payment card companies; manage our data warehouses; provide services to administer our Platforms; provide

internet services; host our facilities; and conduct research that assists us with understanding consumer interests.

- With third party advertising and social media platforms to provide advertising
- bank and payment providers to authorise and complete payments;
- with governments, government organisations and agencies, border control agencies, regulators, law enforcement, legal authorities and others as permitted or required by law, in relation to API or such other legal requirements as apply from time to time when travelling to or from a particular country, and to generally comply with all applicable laws, regulations and rules, and requests of

law enforcement, regulatory and other governmental agencies. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction

- with third parties whose products or services you are purchasing through our website(s) or otherwise such as hotels, including if there is a problem with your booking so that they can resolve it with you;
- we may share in aggregate, statistical form, non-personal information regarding the visitors to our Platforms, traffic patterns and Platform usage with our other entities or third-party advertisers and social media and digital platforms to provide advertising;

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- To notify you about changes to our service.

Transferring personal information globally

Grey Falcon Travels is a global business, which means your personal information may be transferred and stored in the countries which may be outside your country of residence. Some of these countries are subject to different standards of data protection than your country of residence. We will take appropriate steps to ensure that transfers

of personal information are in accordance with applicable law, in connection with facilitation of your travel booking and/or to enable the performance of administrative, advisory and technical services.

In providing our services to you, it may be necessary for us to disclose personal information to relevant overseas travel service providers. We deal with many different travel service providers all over the world, so the location of a travel service provider relevant to your personal information will depend on the travel services being provided.

Security of information

In order to keep your personal data secure, we have implemented a number of technical and organizational security

measures. The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who works for us or for one of our suppliers. We have implemented and maintain appropriate technical and organisational security measures, policies and procedures designed to protect the personal information that you share with us and safeguard the privacy, such as, by placing confidentiality requirements on our staff members and service providers; destroying or permanently anonymising personal information if it is no longer needed for the purposes for which it was collected; and following security procedures in the storage and disclosure of your personal information to prevent unauthorised access to it. Unfortunately,

the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Grey Falcon Travels is not responsible for any third party's actions or their security controls with respect to information that third parties may collect or process via their websites, services or otherwise.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL ("secure sockets layer") or TLS ("transport layer security") technology. SSL and TLS are industry standard encryption protocols used to protect online transaction channels.

Your Rights

According to the applicable data protection legislation, you have certain rights in relation to your personal information:

- Right to access - To access personal information.
- Right to rectification - Under certain circumstances, you are entitled to correct inaccurate personal data concerning you and to have incomplete personal data completed.
- Right to erasure - Under certain circumstances, you are entitled to have your personal data erased ("right to be forgotten").

- Right to restriction of processing - To restrict the processing of your personal information
- Right to data portability - You are entitled to receive your personal data (or have your personal data directly transmitted to another data controller) in a structured, commonly used and machine-readable format from us.
- Right to object - To object to the processing (including direct marketing) of personal information

Finally, you also have the right to lodge a complaint with the applicable data protection supervisory authority.

If you wish to access any of the rights set out above, we may ask you for additional

information to confirm your identity and for security purposes, in particular, before disclosing personal information to you.

You can exercise your rights by emailing us at <mailto:sales@greyfalcontravles.com> or by sending us a communication at Grey Falcon Travels LTD, 5 MeadowSweet Road, Leicester, LE5 1TP, United Kingdom. You will receive acknowledgement of your request and we will advise you of the timeframe within which you will receive your information pack. We endeavor to respond to such requests within a month or less, although we reserve the right to extend this period for complex requests

Tracking Technologies, Cookies and IP Addresses

We may use third-party web analytics

services on our website. The analytics providers that administer these services use technologies such as cookies and web beacons to help us analyse how visitors use our website and may record data regarding your device and the network you are using to connect with us, including your IP address. We may use IP addresses for system administration, investigation of security issues and compiling anonymised data regarding usage of our website and/or mobile applications.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies

when you log on to our site.

Changes to our Privacy Policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to sales@greyfalcontravels.com, or by sending us a communication at Grey Falcon Travels Ltd, 5 Meadowsweet Road, Leicester, LE5 1TP, United Kingdom.

