



## **SIGNATURE CONCIERGE LTD - PRIVACY POLICY**

### **Who we are**

Our website address is: [www.signature-concierge.co.uk](http://www.signature-concierge.co.uk). This website is owned and operated by Signature Concierge Ltd of 491 Sipson Road, West Drayton, England, UB7 0JB, registered in England and Wales under company number 14026674. Signature Concierge Ltd specializes in destination management company services, providing exceptional services in tour operations, and more.

### **1.0 Purpose**

Signature Concierge Ltd has created this policy and procedure to establish our continued commitment to the privacy of personal information we hold by those including staff, subcontractors, website users, and other individuals with whom Signature Concierge Ltd holds a relationship for various purposes.

### **2.0 Scope**

This policy applies to all employees, subcontractors, and website users.

Signature Concierge Ltd recognizes the importance of protecting an individual's privacy, and the policies and procedures we implement are designed to aid with the understanding of how we collect, use, and safeguard the personal information provided to us.

Signature Concierge Ltd will ensure that any information held on an individual is held with the highest regard and will put in place appropriate measures that are designed to prevent unauthorized access to, and misuse of, your personal data. Signature Concierge Ltd ensures that technical measures are also in place to ensure the appropriate action can be taken in the event of a suspected data breach.

This privacy policy will also aim to regulate the use of the Signature Concierge Ltd Website and the personal information you provide us when doing so.

### **3.0 Personal Information we collect;**

When you visit the Signature Concierge Ltd website, you may provide us with two forms of information; this may be personal information you choose to disclose to us collected on an individual basis and website use information collected on a whole as you and other individuals browse our Website.

Signature Concierge Ltd will not collect any information about individuals except where it is specifically and knowingly provided by them.

Examples of such information are:

- Your name
- Your address
- Your email address
- Your telephone number
- Your occupation

On a rarity, Signature Concierge Ltd's IT Provider may collect information about your system location, including where available your IP address. Signature Concierge Ltd will not share statistics (group data) about our website visitors' traffic patterns with partners or other parties.

SIGNATURE CONCIERGE LTD (DMC)

Company Registration Number:- 14026674 - Registered In England & Wales

Trading Names:- Signature Concierge & Kingdom Holidays

491-Sipson Road , West Drayton , UB70JB , United Kingdom

+44 0207 897 2173 / +44 7407 610 606

Email:- [hello@signature-concierge.co.uk](mailto:hello@signature-concierge.co.uk)

Web:- [www.signature-concierge.co.uk](http://www.signature-concierge.co.uk)



If you choose to correspond with us through email, Signature Concierge Ltd may retain the content of an email together with any responses and email addresses. Signature Concierge Ltd provides the same technical measures for these electronic communications that we adopt in the maintenance of information received by either post or telephone securely backed up and only granted access by authorized users.

#### **4.0 Website Use Information**

Similar to other commercial Web sites, Signature Concierge Ltd's Website utilizes a standard technology called "cookies" (see our cookie policy here) and web server log files to collect information about how our Website is used. Information gathered through cookies and web server logs may include the date and time of visits, the pages viewed, time spent at our Website, and the websites visited just before and just after our Website.

Collecting such information in the form of cookies helps Signature Concierge Ltd to provide you with a good experience when you browse our website and also allows us to make improvements. Signature Concierge Ltd is committed to safeguarding the privacy of all users but as explained above such information is collected on a rarity.

#### **What About Other Websites Linked to Our Website?**

Signature Concierge Ltd is not responsible for the practices employed by websites linked to or from our Website or the information or content contained therein. Often links to other websites are provided solely as pointers to information on topics that may be useful to the users.

Please remember that when you use a link to go from our Website to another website, our Privacy Policy is no longer in effect. Your browsing and interaction on any other website, including websites that have a link on our Website, are subject to that website's own policies and procedures. Please read over those before proceeding.

#### **5.0 Sharing and Selling Information**

Signature Concierge Ltd does not share, sell, lend, or lease any of the information that uniquely identifies an individual (such as email addresses or personal details) with anyone except to the extent it is necessary to process transactions or provide services that you have requested.

#### **6.0 Disclosure of Information**

Signature Concierge Ltd will never disclose any information to anyone outside of Signature Concierge Ltd other than where consent is granted; or where we are permitted to disclose in order to be compliant with legal obligations.

#### **What About Legally Compelled Disclosure of Information?**

We may disclose information when legally required to do so, in other words, when we, in good faith, believe that the law requires it or for the protection of our legal rights. We may also disclose account information when we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be violating our Terms of Service or to protect the safety of our users and the Public.



## 7.0 How Do We Use the Information That You Provide to us?

We use personal information for purposes of providing the products and services you requested, to process your payment, prevent fraudulent transactions, statistical analysis, to monitor the use of the service, our marketing and promotional efforts and improve our content and service offerings, and customize our site's content, layout, services and for other lawful purposes. These uses improve our site and better tailor it to meet your needs.

Furthermore, such information may be shared on an aggregate basis. This means that personally identifiable information or business information will not be shared with other parties except as required by law.

Occasionally, we may also use the information we collect to notify you about important changes to our Website, new updates, and other information about our actives that we think you will find valuable. You may notify us at any time if you do not wish to receive these updates by emailing us at the link provided on the newsletter, correspondence, or by contacting [hello@signature-concierge.co.uk](mailto:hello@signature-concierge.co.uk)

## 8.0 Access and Correction of Information

As an individual you have a right to access any personal data held by Singnature Concierge Ltd and any such additional information that we hold and maintain in our server by emailing us directly at [hello@signature-concierge.co.uk](mailto:hello@signature-concierge.co.uk)

Where applicable any data held that is inaccurate can be rectified or completed where incomplete, requests can be made for access/correction of information verbally or in writing again at [hello@signature-concierge.co.uk](mailto:hello@signature-concierge.co.uk) such requests will be responded to no later than one month upon receipt.

## 9.0 Erasure of Information

As an individual, in certain circumstances, you have the right to have any personal data held by Signature Concierge Ltd and any such additional information held and maintained on our server erased, also known as 'the right to be forgotten'.

This right allows you to ask Signature Concierge Ltd to delete or remove personal data whereby;

- - Personal data is no longer necessary for the purpose for which we originally collected or processed such personal data.
- - Consent is relied upon as a basis for holding such personal data, whereby you withdraw your consent.
- - Objection is made to the processing of your data, and there is no purpose to continue processing.
- - Personal data is processed for direct marketing purposes, and objection to such activities is made.
- - Personal data has been processed unlawfully.
- - Erasure is required to comply with a legal obligation.

Where erasure is granted and information has been disclosed to others, such recipients will be contacted and informed of such erasure.





Circumstances where Signature Concierge Ltd will notify others of such erasure apply to;

- - Where personal data has been disclosed to others.
- - Personal data has been made public in an online environment (such as Signature Concierge Ltd's Social Networks – Instagram/Facebook/Website).

Please Note – However, we may not always be able to comply with your request for erasure for specific or legal compliance, which, at the time of your request if applicable, will be notified to you.

As above, requests can be made by emailing us directly at [hello@signature-concierge.co.uk](mailto:hello@signature-concierge.co.uk) in writing or verbally.

## **10. Signature Concierge Ltd's Commitment to Data Security**

Signature Concierge Ltd will not transfer any personal data– in any such circumstance where data is to be transferred, consent will be gained, and the same technical degree of protection held of the data to ensure unauthorized access or misuse is prevented, ensuring key transparency of data.

### **11.0 Choice/Opt-In/Opt-Out**

As a website user or visitor, as an individual, you have the right to unsubscribe so that you will not receive future newsletters or social media updates. After unsubscribing, we will discontinue sending any newsletters or such updates on our activities as soon as technically feasible upon receipt of the opt-out.

Any such Opt-out request can be made to [hello@signature-concierge.co.uk](mailto:hello@signature-concierge.co.uk)

### **A Special Note About Children**

Children are not eligible to use our services unsupervised, and we ask that children (under the age of 18) do not submit any personal information to us. If you are a minor, you can use this service only in conjunction with permission and guidance from your parents or guardians.

### **12.0 CCTV**

Within the Signature Concierge Ltd office location, there is no CCTV systems operate for protecting its employees and property. When we have new CCTV system in place Signature Concierge Ltd will only process any personal information obtained by Signature Concierge Ltd's CCTV systems in a manner that ensures compliance with legislation.

## **13. Data Retention**

In compliance with applicable legislation, Signature Concierge Ltd is required to keep basic information about our customers, employees, and subcontractors (including Contact, Identity, Financial, and Transaction Data) for seven years after contracts cease for tax and archiving purposes. In some circumstances, you can ask us to delete your data: see request erasure above for further information.

Under certain circumstances, Signature Concierge Ltd may anonymize your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.



#### 14. Your Legal Rights Continued:

As an individual, you have the right to:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

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Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully, or where we are required to erase your personal data to comply with local law.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need

#### 15.0 Policy Modifications

Signature Concierge Ltd will update this policy as necessary to reflect our best practice and continued commitment or future amendments made under the General Data Protection Regulation (GDPR) May 2018 and Data Protection Act 1998.

However, please be assured that if the Privacy Policy changes in the future, we will not use the personal information you have submitted to us under this Privacy Policy in a manner that is materially inconsistent with this Privacy Policy, without your prior consent.