

Endeavours Adventures

Privacy Policy

Last Updated – 26th June 2022

Endeavours Student Adventures, “we”, “us and “our” (Trading as Endeavours Adventures, UK company no. 12196235) understands that your data and privacy is more important now than ever. As such this privacy policy has been designed in order to ensure that we protect all of our user’s information through compliance with the Regulation (EU) 2016/679 (General Data Protection Regulation), the Data Protection Act 1998 and the Electronic Communications Regulations 2003.

Please note, this privacy policy may be altered or changed over time, it is your responsibility of reviewing the policy and informing yourself of any changes.

What sort of information do we collect and / or hold?

What information we hold about you will depend upon how you have interacted with us, but may include:

- Your name, date of birth, email address, physical address, phone number, passport details, medical information, dietary requirements, travel insurance details (as applicable);
- Browsing data, cookies and other behavioural data in relation to our website and social media channels (in accordance with our Cookie Policy);
- Sensitive personal data including medical information and dietary requirements (for participants on our challenges only);
- Information about which of our products and services you have purchased from us or enquired about in the past, together with any additional information relevant to your bookings or enquiries; and:
- Any additional information provided to us by yourself, partners or third parties, including publicly available sources.

Upon registering for one of our challenges, you are agreeing that any information you provide to us about yourself upon registration or at any time is true.

How do we collect your information?

Much of the information we receive about you is directly from you yourself, when you make a booking, request information from us, register your interest, attend an event, enter a competition, use our website, or connect with us via social media.

We may also receive information about you from third parties with whom you have interacted in relation to your booking or registration of interest with us, including partner charities, ground suppliers and social media channels.

In addition, data about the way you use our products, web services and social media may be stored in the form of web logs or cookies, in accordance with our Cookie Policy. The Endeavours Adventures website collects standard log files, containing technical information, such as the IP address of your computer or the type/version of your browser, which assists Endeavours Adventures in assessing the use and usability of the website. Such information will not be provided to any third party in a personally identifiable manner, except when Endeavours Adventures has your explicit permission to do so, or where the law requires it.

Uses of this website are monitored by UserCentric. This could mean that we advertise to previous visitors who haven't completed a task on our site, for example making an incomplete registration in our registration system - called 'retargeting'. This could be in the form of an advertisement on the Google search results page, or an advertisement on Facebook. Third-party vendors, including Google and Facebook for Business, use cookies to serve ads based on someone's past visits to the Endeavours Adventures website. Data collected will be in accordance with our Privacy Policy and Cookie Policy.

Why do we collect, use, hold and disclose your information?

When you provide Endeavours Adventures with your personal information such as your name, mobile number, email address, medical information or passport details, we may use such information to:

- Reply to your enquiries;
- Make any bookings on your behalf;
- Manage and maintain our relationship with you, for example itinerary correspondence and complaint handling;
- Send you email newsletters about our trips or other information that you request;
- Process or review your job application;
- Administer goods/services associated with your registration.
- Web-based behavioural data collected via cookies is used to optimise our web-based products including social media, website and listings.
- To remarket our products to you

How is your information held?

Enquiries, Job Adverts, Registering Challenge Interest

If we hold your information from other sources, then we may use third-party software to store and process your data. If this is the case, then the data held may be stored in compliance with the third party's privacy policy in addition to our own. This data will be stored for 12 months.

Third party platforms and software which we may use may include, but may not be limited to, cloud-based storage platforms, advertising platforms, integration services and CRM software.

Challenge Participants

If you are a participant on one of our challenges, the information you provide to us, as well as any communications you make with us as part of our CRM will be stored securely on our database. For insurance and commercial reasons, we retain personal data from our participants for 3 years after their challenge finishes.

Who might we share your information with?

Limited, appropriate and reasonable sharing of selected information is undertaken for our challenge participants with relevant third parties in order to provide you with the services you have purchased. This may include your chosen charity and the ground suppliers relevant to your challenge, some of whom may be in third countries outside of the European Union (EU). In any case, your personal data will only be shared with suppliers relevant to your own booking, in the

country that your challenge is due to take place. This includes providing airlines and suppliers with the data required to make bookings on your behalf (such as medical requirements or dietary requirements), or providing charity partners with your name and contact information to support your fundraising.

We may also provide sufficient personal information to identify your participation in the program to your university, Student Union or challenge leader. However, sensitive personal information such as medical information or dietary requirements will not be shared with universities, charity partners, Student Unions or fellow students.

If you submit your information to us at an event such as an information meeting or freshers' fair, your data will be shared with the charity partner associated with the challenge event to which you have expressed your interest. Data captured in this way will be limited to contact information and limited other information such as your university halls, but will not contain any sensitive categories of data.

Your preferences and rights

Under the terms of the Regulation (EU) 2016/679 (General Data Protection Regulation), you have the right to:

- View the personal data we hold and store about you, at any time, for any reason, in a commonly used electronic format (free of charge in the first instance);
- Request to make changes to your personal data as held by us;
- Request to see how and where your data is stored, and for how long;
- Object to specific data uses, as described above and revoke your consent to usages of your personal data;
- Request the transfer of your data electronically to a third party;
- Request deletion of your personal data from our records.

Where you have provided your personal information to Endeavours Adventures as a result of a completed challenge registration, you may also receive other mailings relating to Endeavours Adventures that may be of interest to you, unless you have indicated your wish not to receive such content by opting out.

Opportunities to opt out are presented with each new communication (e.g. as an 'Unsubscribe' button on an email).

If you produce an erasure request whilst still a participant, we will be unable to fulfil our contractual obligations to you without certain categories of data. In this case, we will offer you the opportunity to cancel your space on the challenge (subject to our standard Cancellations procedure) and will be able to remove your data after this.

If you decide at any time that you no longer wish to receive marketing communications from Endeavours Adventures, we will always respect your wishes and will remove you from our mailing list or update its records; please inform us by email: team@endeavoursadventures.com

Further Information

Our legal basis for controlling personal data of participants on our travel packages is to allow us to fulfil our contractual obligations to our participants.

Where contractual obligations are not relevant - for example, pertaining to data collection through registration of interest, job applications, competition entries, and web logs - we process data in pursuit of our legitimate interests to support our vision to be a leading travel provider for young people.

Where data is collected at events, or through applications, competitions, or newsletter subscriptions, we also seek your consent to send you communications. You may revoke consent at any time.

Data Protection Officer

The Company's Data Protection Officer is responsible for monitoring compliance with relevant data protection legislation and can be contacted at team@endeavoursadventures.com

You can also contact the Data Protection Officer if you have any queries or concerns about the Company's processing of your personal data, or to request updates to, or removal of, your data.

You also have the right to lodge a complaint with the Information Commissioner's Office at ico.org.uk/concerns.

We may modify this Privacy Policy from time to time, and will post the most current version on our website. If a change to our Privacy Policy affects your rights, we will follow procedures per our Terms & Conditions and we will update this page accordingly.