



Privacy Policy

At DaysAway Adventures we are committed to complying with all relevant policies and procedures and especially those which surround how we use and process personal data and want to maintain your trust and confidence in our business. This privacy notice is intended to set out how we may collect, use and process data that is collected from time to time and confirm that we are not in the business of selling, renting or trading data in any way, but will advise here on the limited conditions under which we may need to disclose it to others.

Whilst this document provides lots of information we will be pleased to discuss specific aspects of our policies and procedures so let's start by confirming who we are and how to contact us: -

DaysAway Adventures

<http://www.daysawayadventures.com>

Email: hello@daysawayadventures.com

Phone: +33 (0)6 49 75 51 01 and +33 (0)7 83 88 14 41

What information do we collect and where we collect it?

We collect information about you when you contact us, which may be an enquiry to request advice and information, book onto an event, and occasionally participate in promotions, surveys and feedback. We may on occasions receive data from third parties who you have provided consent to pass your details to us or from publicly available sources. Our web site may also capture browsing data and you may also specifically sign up to receive information from us.

We try hard to limit the amount of data we collect from you to the information specifically necessary for the intended purpose. The information we collect from you is normally your contact details, which may include address, telephone numbers including mobile and e-mail address. We may also ask you to provide details of relevant medical conditions which might affect your safety and that of the group on our walking and running events.

What is the legal basis for processing personal data?

DaysAway Adventures will generally process data because it is necessary for the pursuit of our legitimate interests as detailed below. It may however be on occasions that we need to collect data to fulfil a contractual arrangement and in certain instances it may be to fulfil a legal obligation such as compliance with legislation, in particular but not limited to the Health & Safety at Work Act.

OUR LEGITIMATE INTERESTS:

- Providing services to our customers / Providing advice and support to our customers
- Protecting customers, individuals and employees and maintaining health, safety and welfare
- Promoting marketing and advertising our products and services
- Updating customers and individuals with relevant information and changes with regard to planned events
- Updating customers and individuals with health advice and information
- Sending tailored and relevant promotional communications
- Requesting feedback and development / improvement of products and services
- Understanding customer needs and preferences / Handling complaints, claims queries or disputes
- Compliance with legal and regulatory obligations, fraud investigation and prevention.

How do we use the data we collect from you?

As an overall principle; DaysAway Adventure will not share, rent or sell your data to any third-party organisation for any marketing purposes. Data will be processed in accordance with our legitimate interests outlined above. Here are



some of the most common ways in which we use that data for legitimate purposes, whilst these examples are not exhaustive they are the most frequent ways in which we use the data.

MARKETING: - Your details may be on one or more of our direct marketing or e-mailing lists to receive promotional material and e-mails for products and services and information about up and coming courses and events. You will be able to unsubscribe from these communications at any time. We often use third party bulk e-mail services such as mail chimp to deliver such e-mails and their privacy policy is available from their web site.

IMPORTANT UPDATES: - We often provide important updates in regulation changes or changes in event details, venues or sometimes support services, product advice and recalls and important service information.

WEB SITES: - We may on occasions use cookies data and analytical software sometimes provided by third parties for example google analytics so that we can improve our web browsing experience, track visitor numbers and make improvements to our on-line presence. We do not make or allow anyone to make any attempt to identify those visiting our site, other than you may sign up to or request information.

UNIQUE IDENTIFICATION: - The information that we record for you is unique in that it identifies you by address. Where we need to record and process sensitive medical information (for example on medical conditions pertaining to fitness to undertake an activity) then this is strictly on a 'need to know' basis and that part of the information will be stored securely and irretrievably deleted once the event has finished.

Who do we share data with?

Data will be processed in accordance with our legitimate interests outlined above. We do sometimes however as part of our legal basis for data usage need to communicate information to other parties not limited to but for example:

HEALTH CARE / SEARCH AND RESCUE PROFESSIONALS: - it may be necessary to share or discuss your information with health care / SAR professionals where this is relevant to resolving an emergency situation in which they are involved. It may subsequently sometimes be necessary to request medical information from your Doctor or consultant and specific consent will be requested from you at that time.

Security, retention and destruction of data

We endeavour to maintain your data securely at all times and appropriate to level of risk identified. The measures may include but are not limited to secure data back-ups, electronic data encryption, password protection, locked storage facilities. Data will only be retained as long as necessary for the legitimate interests identified. Where the data is relevant in a possible or pending court investigation (such as in the event of an accident or rescue, then the data will be preserved and shared only with persons having the correct legal authority. Data will be destroyed once we have confirmed that it is no longer required for the identified legitimate, contractual or legal use and will be an industry approved method of destruction.

Your rights and access to data

You have a right to be informed of how we use data collected about you and this document serves to provide an overview of how we collect use and process your data. You may request at any time to view details of the data we hold about you and request amendment or corrections to data we hold. You may also make a request to erase data that we hold. All requests for amendment, correction or for data to be erased, will be subject to investigation and verification and in certain circumstances may be rejected with a full explanation of any refusal.

Please make all requests direct to DaysAway Adventures at the address details provided above.



You can unsubscribe to general mailings at any time by clicking the unsubscribe link on the bottom of marketing e-mail communication or by e-mailing us at the address provided above.

PLEASE DO NOT HESITATE TO CONTACT US AT THE ADDRESS PROVIDED ABOVE FOR ANY MORE DETAILED INFORMATION ON SPECIFIC ASPECTS OF THIS NOTICE