

This policy explains when and why we collect personal information about you as a group travel organiser, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this policy from time to time so please check this page occasionally to ensure you are happy with the changes. By subscribing to receive our e-newsletters you are bound by this policy.

Any questions about this policy should be emailed to poliver@tourismse.com or by writing to Tourism South East 40 Chamberlayne Road, Eastleigh Hampshire, SO50 5JH 02380 625400

Who we are?

The Southern and South East England Tourist Board trading as Tourism South East (Registered in England, No. 1345038) is a not-for-profit organisation with a mission to support the awareness and growth of tourism businesses and destinations within South East England through marketing, training, research and other services.

What does the Group Travel team do?

The group travel team is based in the UK under Tourism South East who aim to promote group travel experiences which include ideas for days out and longer group holidays. It focuses on providing group organisers and coach & tour operators' information on accommodation, eateries, attractions and destinations across the South East England and beyond. Examples of those people that would benefit from receiving information from the group travel team and Excursions Ltd would be group organisers and those in the coach & tour operator industry.

What information is being collected?

The personal information we collect about you will be your name, job title, company name, address, email address, business type and industry sector. We also ask for your telephone number for legitimate reasons only for example if you were to book on to a familiarisation trip or on to a transfer coach and we needed to get in touch with you in case of an emergency or to provide last minute changes of information which would benefit you.

The legal basis for processing your data is 'legitimate interest', because we understand that you operate within the group travel industry and believe that our information will benefit you in your organisation.

We do not use your personal data for any automated decision making or profiling.

How is it collected?

Your information is collected in one of two ways

- 1) When you subscribe online to receive our free e-newsletters. This can be via our website, within e-newsletters referred by a colleague, via links in social media or if you actively click to confirm you wish to receive our e-newsletters within any competition we run.
- 2) When you register to attend Excursions, our travel trade show or any other group travel events you are subscribing to receive information leading up to the event. You will also receive post event communications, but you can unsubscribe at anytime via a link in the communication.

Why is it being collected and how will it be used?

The Group Travel Team collects this information so they can send you relevant e-newsletters throughout the year which you might be interested in due to your group travel organiser duties. Dispatched newsletters will be full of information detailing exciting information about new group products within the South East of England, ensuring you don't miss out. Links to further information will be included. We may send you the occasional non compulsory survey to complete to help us with industry insights; any answers you provide will be anonymous. You will never be contacted by phone or text.

How will it be stored?

Your information will be held on a secure password protected server and only used to send you e-newsletters and the occasional industry survey. Your data will be kept on our mailing list and you will be sent emails throughout the year unless you unsubscribe. Our database will be checked annually in April each year. If your email address has become dormant for more than one year we will assume this email address is in-active and remove it from our mailing list.

Who will it be shared with?

The only instance in which we would share information with any other party would be if you enter into one of our competitions and you expressly advise us that you are happy to receive information from the partners only involved in the competition prize. You will still be able to enter the competition if you choose not to receive information from partners.

- You can ask to see the personal data we hold about you and we will show you free of charge.
- We will update the personal data to correct errors when you tell us about them.
- We will supply you with a CSV version of the personal data we hold about you if you ask us to.
- If you wish to make a complaint regarding how we have handled your personal data please contact us initially by email to poliver@tourismse.com
- If you are not satisfied with the way we have responded to your complaint you can complain to the Information Commissioners Office (ICO)
- **If you want to stop receiving emails** - You can stop receiving emails from Excursions at any time by clicking the unsubscribe link at the bottom of any e-newsletter you receive.
- We would ideally recommend you unsubscribe from our mailing list so we have a record that you do not wish to be contacted in the future, and can honour your request indefinitely. However we will delete your personal data completely if you ask us to.