

# SUPERNATURAL TOURS

## PRIVACY POLICY

### *Our contact details*

Name: Supernatural Tours and Events Limited (trading as Supernatural Tours)

Address:

Phone Number: 07305 826116

E-mail: 07305 826116

Last updated: 29<sup>th</sup> November 2022

### *The type of personal information we collect*

Supernatural Tours currently collect and process the following information:

- Personal identifiers which include names
- Contact address
- Phone numbers
- Email addresses

Personal information is defined as any information that can be used to identify a living person.

# SUPERNATURAL TOURS

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- The purchase of tickets for our events
- The purchase of merchandise
- For deposits or bookings

We also receive personal information indirectly from:

- One.com who host our website and web shop
- Stripe- Our online payments processor
- PayPal- Who also take payments on behalf of us
- Eventbrite and Skiddle- These are third parties who sell tickets on our behalf.

We use the information that you have given us in order to provide you with information about your event or order.

We may share this information with Quickbooks and our accountant Berrywood who maintain our financial accounts and Westminster Insurance who provide our insurance policy. Unless requested by a legal authority, we do not share information with any other party.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting [scared@supernaturaltours.co.uk](mailto:scared@supernaturaltours.co.uk)

(b) We have a contractual obligation with our insurance company and Companies House.

(c) We have a legal obligation to ensure that we have the correct details in the event of an emergency

# SUPERNATURAL TOURS

## *How we store your personal information*

Your information is securely stored in accordance with UK GDPR.

We keep customer information for a period of 5 years from the date of the purchase or order. We will then dispose your information by securely encrypting and deleting the data from all our stored sources.

We keep team member information for a period of 5 years from the date they stop volunteering for us. We will then dispose your information by securely encrypting and deleting the data from all our stored sources.

Payment information is stored by Stripe and PayPal. Please refer to their privacy policy for further information.

Any information provided to third party ticket sites such as Eventbrite or Skiddle will be stored by them. Please refer to their website for further information.

# SUPERNATURAL TOURS

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [scared@supernaturaltours.co.uk](mailto:scared@supernaturaltours.co.uk) if you wish to make a request.

# SUPERNATURAL TOURS

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Supernatural Tours and Events Limited  
[scared@supernaturaltours.co.uk](mailto:scared@supernaturaltours.co.uk)  
Phone number: 07305 826116

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>