Ocean Signature Privacy Notice

This privacy notice explains what you can expect Ocean Signature to do with your personal information.

Contact details

Telephone
07356 064806

Email
janet@oceansignature.co.uk

What information we collect, use and why

We collect or use the following information to provide services and arrange your travel:

- Names and contact details
- Addresses
- Date of birth
- Purchase or booking history
- Payment details
- Health information, including dietary requirements, allergies and health conditions
- Information relating to loyalty programmes
- Identification documents, including passport information where required

We may also collect or use health information as special category information. This information is subject to additional protection due to its sensitive nature.

We collect or use the following information to comply with legal requirements:

- Name
- Contact information
- Financial transaction information

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Purchase or service history
- Customer or client records
- Financial transaction information
- Correspondence

Where relevant to a query, complaint or claim, this may also include health information.

Lawful bases and data protection rights

Under UK data protection law, we must have a lawful basis for collecting and using your personal information.

Which lawful basis we rely on may affect your data protection rights.

You may have the following rights under UK data protection law:

- **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 correct personal information you think is inaccurate or complete information you think is incomplete.
- **Your right to erasure** – You have the right to ask us to delete your personal information in certain circumstances.
- **Your right to restriction of processing** – You have the right to ask us to limit how we use your personal information in certain circumstances.
- **Your right to object to processing** – You have 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 personal information you gave us to another organisation, or to you, in certain circumstances.
- **Your right to withdraw consent** – Where we rely on consent, you have the right to withdraw your consent at any time.

You can find more information about your data protection rights on the Information Commissioner's Office (ICO) website.

If you make a data protection rights request, we will respond without undue delay and normally within one month.

To make a request, please contact us using the details at the top of this privacy notice.

Our lawful bases for collecting and using your information

Our lawful basis for collecting or using personal information to provide services and arrange your travel is:

Contract – we need to collect or use the information so that we can enter into or carry out a contract with you.

Our lawful basis for collecting or using personal information to comply with legal requirements is:

Legal obligation – we need to collect or use your information so that we can comply with the law.

Our lawful basis for collecting or using personal information for dealing with queries, complaints or claims relating to our services is:

Contract – we may need to collect or use the information in connection with entering into or carrying out a contract with you.

Special category information

Where we process health information, such as information about medical conditions, allergies, health-related dietary requirements or accessibility needs, we rely on explicit consent as our condition for processing this special category information.

You may withdraw your consent to our processing of this information at any time. This will not affect processing that took place before consent was withdrawn, but it may affect our ability to arrange or administer travel services that require this information.

Where we get personal information from

We obtain personal information:

- Directly from you
- From other people connected with a booking, such as the lead guest, parent, guardian, partner or another member of the travelling party who provides information on behalf of other guests

This means we may process information about children where it is provided by a parent, guardian or other person making or managing a booking on their behalf.

How long we keep information

We only keep personal information for as long as necessary for the purposes for which it was collected, including providing your travel arrangements, dealing with queries or complaints, and meeting our legal, accounting and regulatory obligations.

Information relating to enquiries that do not result in a booking will normally be deleted when it is no longer required.

Information relating to confirmed bookings may be retained for as long as necessary to administer the booking and afterwards where required for legal, accounting, regulatory or complaint-handling purposes.

Financial and business records are retained for the periods required by applicable law.

Sensitive information, such as passport details and health or accessibility information, will not be retained for longer than necessary for the purpose for which it was collected.

We periodically review the personal information we hold and securely delete information that is no longer required.

Who we share information with

Data processors

We use online form and website service providers to provide website hosting and online enquiry services, including processing and storing personal information submitted through our website and enquiry forms on our behalf.

Others we share personal information with

Where necessary, we may share personal information with:

- InteleTravel and travel suppliers involved in arranging or providing your holiday, including cruise lines, airlines, hotels and transfer providers
- Relevant regulatory authorities
- Organisations we are legally obliged to share personal information with

We only share information where necessary for the relevant purpose.

Sharing information outside the UK

Where necessary to arrange or provide your travel services, personal information may be transferred outside the UK, including to travel suppliers such as cruise lines, airlines, hotels and transfer providers.

Where personal information is transferred outside the UK, we comply with applicable UK data protection law and use the appropriate safeguards or exceptions where required.

Some of the service providers we use may also process personal information outside the UK.

Cognito Forms, which provides our online enquiry form services, processes information in the United States and participates in the UK Extension to the EU-US Data Privacy Framework.

How to complain

If you have any concerns about our use of your personal information, please contact us in the first instance:

Email: janet@oceansignature.co.uk

If you remain unhappy with how we have used your personal information after raising a complaint with us, you can also complain to the Information Commissioner's Office.

Information Commissioner's Office
ICO Head Office
4th Floor, No. 3 Circle Square
5 Hawkshaw Street
Manchester
M1 7BL

Helpline: 0303 123 1113
Make a complaint to the ICO

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