

Privacy Policy



ASHLEY & NEWEY

Ashley & Newey are committed to carefully storing and protecting your personal data.

This policy was last updated September 2020 – see **NHS Test and Trace**. Please contact holly@ashleynewey.co.uk or call the office on 01325 389567 if you have any queries regarding our privacy practices.

How do we collect information from you?

In order to make initial contact with new business customers we may obtain contact details from your website or from the Coach Tourism Association handbook of which we are a fellow member. With regards to existing customers we may telephone or email you from time to time to ensure we have the most up to date contact information.

What type of information do we collect from you?

The information we collect might include your name, company name, company address, email address and telephone number. Our website and newsletter also have access to your IP address. We never ask for any bank details unless you have specifically requested a payment to be made to your account.

How is your information used?

Your information is primarily used in order for us to carry out our contractual obligation to you and so that we can provide a comprehensive and quality service.

In terms of marketing your information is used in the following ways:

Website - We collect information from you in order to generate a log-in username and password for you to have access to our website. The website stores details of your user activity for the purpose of monitoring visitor statistics and we may contact you from time to time about this. By using our website you are agreeing for your information to be used in this way otherwise you have the right to be erased at any time by notifying us.

Newsletter – your information is stored on a mailing list database via MailChimp which is password protected and secured by their own privacy policy. You have the option to unsubscribe from the newsletter at any time.

Email – In order to provide a swift and efficient service we often send tour portfolios via email however you have the right to refuse these emails at any time by notifying us.

Who has access to your information?

Employees of Ashley & Newey have access to your information which is stored on password protected computers in a secure environment. We never sell your information to third parties and we never share your information with third parties unless we have a legal obligation to do so.

Use of 'cookies'

Like many other websites, the Ashley & Newey website uses cookies which are small pieces of information that are stored on your computer to allow the website to recognise you when you visit. They are used to collect statistical data about your browsing habits but do not identify you as an individual unless you log-in. It is possible to switch off cookies by changing your personal browser preferences.

Your right to be erased

By using our website or entering into a contract with Ashley & Newey you are agreeing to our privacy policy. You have the right to request what information we are holding and for these details to be erased at any time by notifying us in writing, otherwise your information will be stored by us for as long as we deem necessary.

NHS Test and Trace

To support NHS Test and Trace (which is part of the Department for Health and Social Care) in England, we have been mandated by law to collect and keep a limited record of staff, customers and visitors who visit venues as part of the agreed holiday program for the purpose of contact tracing.

By maintaining records of staff, customers and visitors, and sharing these with NHS Test and Trace where requested, we can help to identify people who may have been exposed to the coronavirus.

As a customer/visitor of venues included in the holiday program you will be asked to provide some basic information and contact details.

The following information will be collected:

- the names of all customers or visitors
- a contact phone number (also it may be required to supply; e-mail address, postal address) for each customer or visitor
- date of visit and arrival time and departure time

The venue/establishment as the data controllers for the collection of the personal data, will be responsible for compliance with data protection legislation for the period of time it holds the information.

When that information is requested by the NHS Test and Trace service, the service would at this point be responsible for compliance with data protection legislation for that period of time.

The NHS Test and Trace service as part of safeguarding the personal data, has in place technical, organisational and administrative security measures to protect the personal information that it receives from the venue/establishment, that it holds from loss, misuse, and unauthorised access, disclosure, alteration and destruction.

NHS Test and Trace have asked the venue to retain this information for 21 days from the date of the visit, to enable contact tracing to be carried out by NHS Test and Trace during that period. This information will only be shared with NHS Test and Trace if it is specifically requested by them.

For example, if another customer at the venue reported symptoms and subsequently tested positive, NHS Test and Trace can request the log of customer details for a particular time period (for example, this may be all customers who visited on a particular day or time-band, or over a 2-day period).

Under government guidance, the information collected may include information which we would not ordinarily collect from the customers and which we therefore collect only for the purpose of contact tracing. Information of this type will not be used for other purposes, and NHS Test and Trace will not disclose this information to any third party unless required to do so by law (for example, as a result of receiving a court order). In addition, where the information is only collected for the purpose of contact tracing, it will be destroyed by us 21 days after the date of the venue visit.

The information will always be stored and used in compliance with the relevant data protection legislation.

The use of the information is covered by the General Data Protection Regulations Article 6 (1) (c) – a legal obligation to which we are subject to. The legal obligation to which we're subject, means that we're mandated by law, by a set of new regulations from the government, to co-operate with the NHS Test and Trace service, in order to help maintain a safe operating environment and to help fight any local outbreak of coronavirus.

By law, the customers have a number of rights as a data subject, such as:

- The right to access information held about them
- The right to rectification of any inaccurate data that is held
- The right to request that we erase personal data that we hold (although this is not an absolute right).
- The right to request that we restrict processing of personal data that we hold in certain circumstances
- The right to object to processing of personal data on grounds relating to a particular situation (also again this right is not absolute).

If customers are unhappy or wish to complain about how their information is used, they should contact Holly Garwood at Ashley & Newey Ltd. 72 Victoria Road, Darlington, DL1 5JG; Tel: 01325 389567 in the first instance to resolve the issue.

If still not satisfied, they can complain to the Information Commissioner's Office. Their website address is www.ico.org.uk.

We keep our privacy notice under regular review, and we will make new versions available on our privacy policy link on www.ashleynewey.co.uk.