



Transworld Educational Experiences

External Privacy Statement

Who we are

This is the privacy statement of **Trans World Educational Experiences**

This privacy statement explains how we collect and use personal information about you.

What personal information we collect

- Name
- Date of Birth
- Address
- Email Address
- Contact Telephone Numbers
- Bank Details
- Passport Details
- Medical & Dietary Details

Where we collect personal information from

Trans World Educational Experiences Website Enquiry Form

- Customers
- Business Partnerships

How we use your personal information

- deliver services and meet legal responsibilities
- verify identity where required
- communication by post, email, text or telephone
- understand your needs and how they may be met
- maintain records
- process financial transactions
- prevent and detect crime, fraud or corruption

How long we retain your personal information for

Data Retention – Tour Participants

Participant data is removed from the Trans World Data systems 6 months from the last day of any tour. This is deleted from all our Cloud systems that we use internally for our data operations.



Your rights

Access to your information – You have the right to request a copy of the personal information about you that we hold.

Correcting your information – We want to make sure that your personal information is accurate, complete and up to date. You may ask us to correct any personal information about you that you believe does not meet these standards.

Deletion of your information

You have the right to ask us to delete personal information about you where

- You consider that we no longer require the information for the purposes for which it was obtained.
- We are using that information without your consent and you have withdrawn your consent
- You have validly objected to our use of your personal information – see *Objecting to how we may use your information* below.
- Our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information

You have the right at any time to require us to stop using your personal information for direct marketing purposes. In addition, where we use your personal information to perform tasks carried out in the public interest then, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue.

Restricting how we may use your information

In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply where this is no longer a basis for using your personal information, but you don't want us to delete the data. Where this right is validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Automated processing

If we use your personal information on an automated basis to make decisions which significantly affect you, you have the right to ask that the decision be reviewed by an individual to whom you may make representations and contest the decision. This right only applies where we use your information with your consent or as part of a contractual relationship with you.

Withdrawing consent using your information

Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.

Please contact us in any of the ways set out in the *Contact information and further advice* section if you wish to exercise any of these rights.



Changes to our privacy statement

We keep this privacy statement under regular review and will place any updates on this website. Paper copies of the privacy statement may also be obtained from contacting our Head Office, you can find details below.

This privacy statement was last updated on 18th May 2018

Contact information and further advice

Transworld Educational Experiences

1 Melville Park, Edinburgh, EH28 8PJ

+44 (0) 131 510 1008

Data Protection Officer DPO – Mr James Hair

Complaints

We seek to resolve directly all complaints about how we handle personal information but you also have the right to lodge a complaint with the Information Commissioner's Office, whose contact details are as follows:

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

Telephone: 0303 123 1113 (local rate) or 01625 545 745

Website: <https://ico.org.uk/concerns>