



Introduction and background

The purpose of this policy is to outline how TTA Travel has established measures to protect your privacy and information rights.

Your rights

We recognise that you have rights as a 'data subject', and that we have an obligation to uphold these.

This privacy notice aims to remind you of your rights and outlines how we maintain these rights. In particular, it outlines:

- How we collect and process your information
- Why we do this
- How you can exercise your rights
- Who to contact in the event you're unhappy with our performance.

Depending on why we have collected your information, your information rights could include:

Right	Explanation
Right to be informed	This encompasses the obligation for us to be transparent in how we collect and use your personal data.
Right of access	You have the right to access your personal data and supplementary information.
Right to rectification	If the information we hold on you is inaccurate or incomplete, you can request we correct this.
Right to erasure	You can request we delete or remove personal data where there is no compelling reason us to continue processing.
Right to restrict processing	You have the right to request we cease processing your data, if: <ul style="list-style-type: none">• You consider it inaccurate or incomplete.• Where you object to processing and we are considering whether we still have a legitimate interest to process it.• Where we don't need the data for the original reason we collected it, but may need it to support a legal claim

Right to data portability	Where you have consented to our processing your data, or where the processing is necessary for us to deliver a contract, you can request a copy of that data be provided to a third party in electronic form.
Right to object	You have the right to object to our processing under certain circumstances. For example, you can object to: <ul style="list-style-type: none"> • direct marketing (including profiling); and • processing for purposes of scientific/historical research and statistics
Rights relating to automated decision-making including profiling	Where we apply automated decision making, we must: <ul style="list-style-type: none"> • give you information about the processing; • introduce simple ways for you to request human intervention or challenge a decision; • carry out regular checks to make sure that our systems are working as intended <p>Information related to automated decision making is contained later in this notice.</p>

Information we collect

Please find below a summary of the information we collect and how we use this to deliver services to you.

Business function	Information we collect	Why we collect this
Finance	We will hold personal details relating to the bookings we administer and payments we process as a part of our internal finance function. This information will include name, address, payment details and on occasion other information such as date of birth.	These details are necessary for us to operate as a company and support our statutory documentation requirements.
TTA Trustees	We hold the personal data of our Members' customers to ensure appropriate financial protection for the customer is in place.	These details are necessary for us to perform the contract we have entered in to with our members.

Transfer of data

We work with a number of service providers in the course of providing services to you. These are outlined below:

- Our insurance company in the event of a claim or to allow for cover to be provided.
- CAA only
- Our legal representatives
- The suppliers of services we facilitate on Members' behalf, such as airlines, accommodation providers, tour operators, cruise operators and local agents.
- Worldpay, Banks and other payment providers.

Retention of data

TTA Travel retains information for seven (7) years from our point of last contact. We hold this information to support our legal and regulatory requirements. If you object to this retention, please contact us – details provided in the 'Contact' section.

Securing your information

Information and data security are important to us. TTA Travel applies technical and organisational security measures in line with industry good practices.

Contact details

We recognise that you may have questions on how we process and/or store your data or may want to change either the data we hold on you or how we communicate with you in the future.

If you have given consent for processing, you are free to withdraw that consent. To let us know this is the case please contact us at: TTA Travel, St Andrews House, West Street, Woking, Surrey, GU21 6EB.

If you have any questions in respect of this notice, or would like to exercise your rights as a data subject (for example, to correct data or to exercise your right to access), please contact us at: TTA Travel, St Andrews House, West Street, Woking, Surrey, GU21 6EB.

If you are unhappy that we have responded to your query inadequately or you have a further complaint, the Information Commissioner's Office can be contacted on:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF