

Privacy Policy

Keeping, protecting and using your information.

GeoIndia Ltd's privacy policy applies to all the personal information that we hold on individuals, and organisations. For the purposes of The EU General Data Protection Regulation (GDPR) 2016 the data controller is GeoIndia Ltd. We respect your right to privacy and will only use the information which you give us or which we legally receive from another organisation or person as allowed by The General Data Protection Regulation, The Privacy and Electronic Communications (EC Directive) Regulations 2003 and any other privacy laws that apply. We may collect the following information about you and other members of your household: name; age and gender; home address; phone number; mobile number and email address; passport details; visa details; health details; and physical or mental health where you declare this to us.

This policy was last updated on 21st September 2018.

GeoIndia is committed to ensuring that any information we hold about you is used responsibly and carefully and is held securely. When you book a tour with GeoIndia we will need to collect information from you so that we:

- Make appropriate flight and transport bookings
- Make appropriate hotel reservations
- Make appropriate insurance arrangements
- can carry out risk assessments
- can carry out any tasks or duties required to support your tour booking

This document describes how we collect the information, how we store it securely and what we will do with it. We will ask for your permission to send information to you on other products or services that we offer, usually by asking you to tick a box with a number of options. You can always change your mind by emailing us at: info@geoindia.co.uk and withdrawing your permission.

1. How long we keep it

We will retain data you have provided to us for as long as you are a customer. The time period for which we keep information after that varies according to what the information is used for. Some account information will be held for five years from the end of your contract with us.

Unless there is a specific legal requirement for us to keep the information, we will retain it for no longer than is necessary for the purposes for which those personal data were collected or for which it is to be further processed.

Your information we use for marketing purposes will be kept with us until you notify us that you no longer wish to receive this information.

How we use your personal information

We only use your data to enable us to process your booking, and provide you with the services that you have requested.

- Book flights
- Book hotels
- Book transport
- Book restaurants
- Arrange insurance
- Comply with BS8848
- Arrange risk assessment
- Carry out any tasks or duties required to support your tour booking

Where we get your information

We collect the information from the booking forms that you complete for GeoIndia Ltd. We also use information that you might provide to any organisation that is organising the booking on your behalf. When we contact you, we may use any information we hold about you to do so. We may contact you by email, phone, text message or other forms of electronic communications.

Disclosing personal information

We may allow other people and organisations to use information we hold about you. We will only share information with other people and organisations for the purpose of carrying out tasks or duties required to support your tour booking. Some of the reasons for this might include:

- For airlines to book air transport for your tour
- For hotels to book accommodation for your tour
- For transport providers to book transport for your tour
- For insurance agents to put in place the required Tour Operators insurance for your tour and if we are required to provide information for legal or regulatory purposes
- For government agencies to provide information to support visa applications and if we are required to provide information for legal or regulatory purposes
- To provide any other services you may have asked for, which may include providing information to members of your family or household

GeoIndia **never** share information with any third party for the intention of marketing

Disclosing information outside the EU

Sometimes these organisations or people may be outside the European Economic Area (EEA).

As a rule, transfers of personal data to these countries may take place if these organisations are deemed to ensure an adequate level of data protection, and if our data transfer protocols have been adhered to.

Protecting the vulnerable & Special Category Data

Where we believe that you need extra care due to factors such as age, health, or disability, we may record this information. We will use this information so that we ensure you are fully supported during your tour.

In this situation, we may share your information with:

- Airlines
- Hotels
- Transport providers
- Tour leaders and guides
- Insurance agents

Subject Access Requests

You are entitled to have a copy of the information we hold on you and to have any inaccurate information corrected, this is called a Subject Access Request (SAR). Under the GDPR, GeoIndia Ltd must respond to SARs within one month of receipt. We would be able to extend the period of compliance by a further two months where requests are complex or numerous. If this is the case, we will inform you within one month of the receipt of the request and explain why the extension is necessary.

Under the GDPR, a request for personal information is free unless the request is 'manifestly unfounded or excessive'. GeoIndia Ltd can charge a 'reasonable fee' for multiple requests.

For more information about this please contact us at GeoIndia Ltd, 75 Chestnut Road, Market Drayton, TF9 4RA; call us on 01630 41500 or email us at info@geoindia.co.uk.

2. Protecting your information

We have strict security measures to protect personal information. This includes following certain procedures when receiving your data, when storing your data, when processing your data, and when transferring your data.

3. What are your rights?

If at any point you believe the information we process on you is incorrect you can request to see this information and even have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law, you can complain to the Information Commissioner's Office (ICO).

The GDPR provides the following rights for individuals:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling.

The following link will provide a fuller explanation on your individual rights: –

<https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

Our Data Protection Officer can be contacted at info@geoindia.co.uk or please write to us at GeoIndia Ltd, 75 Chestnut Road, Market Drayton, TF9 4RA; call us on 01630415011.

4. The Internet and Cookies

If you have given us permission to do so, we may occasionally email you about our services and products. When you first give us personal information through our website, or booking form we will normally give you the opportunity to say whether you would prefer us not to contact you by email. However, you can always send us an email (info@geoindia.co.uk) at any time if you change your mind.

Please remember that communications over the Internet, such as emails and webmail's (messages sent through a website), are not secure unless they have been encrypted. Your communications may go through several countries before they are delivered – this is the nature of the Internet. We cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

5. Links

This website may contain links to other sites. Please remember that we are not responsible for the privacy practices of these other sites. This privacy policy applies only to information collected on this website.

6. Further Information

We may amend this Privacy Policy from time to time, including as part of the new European data protection legislation which will start to apply on 25 May 2018 (the “General Data Protection Regulation”) – we will update the Privacy Policy and we will publish on our website any new version of this Policy