

7 Hills Tours Privacy & Data Protection Policy

We are 7 Hills Tours, of Edinburgh, Scotland. Our customers' safety is of paramount importance to us, and this includes the safety of customer data. This policy gives detail on how we collect, process and store your personal data. The data controller for 7 Hills Tours is Moray Grigor, who can be contacted with any enquiries at moray@7hillstours.co.uk.

Personal data we collect

When you book one of our tours, the booking is placed through our partner, Bookinghound, who will pass on essential information to us including your name, telephone number and E mail address. Your payment, when booking via the website, is processed by our payment partner, Stripe, who are well established in the field. Stripe will securely hold your payment details. 7 Hills Tours will not have access to details of your payment method such as credit/debit card numbers, security codes or dates of expiry.

For payments made in person, our payment partner is Worldpay, who will also securely hold your payment details without giving access to them to 7 Hills Tours.

You may also provide us with personal data about other people if you are booking a tour on their behalf. You agree that you have notified any other person whose personal data that you provide to us of this privacy notice and, where necessary, obtained their consent so that we can lawfully process their personal data in accordance with this policy.

Should you be booking on behalf of other people, you may provide us with personal information about those parties. In doing this you agree that you have notified those parties of this privacy notice and gained their consent to share their information with us, so that 7 Hills Tours can lawfully process their personal data in accordance with this policy.

When you contact us by email, we may keep a record of our correspondence.

We may keep a record of communications by E mail that you make with us.

Data which we automatically collect

When you visit the 7 Hills Tours website or book a tour through our partner Bookinghound, we, or third parties on our behalf, may collect and store certain information about your activity and device and for processing payments through Stripe. Such information could include the unique ID of your device, technical information about your device such as its type, web browser or operating system; preferences and settings such as time zone and language, and statistical data concerning browsing actions. Such data is collected using cookies. This information is collected on an anonymous basis for analytical purposes and to improve our services.

Marketing Communications

7 Hills Tours will not use your data to contact you for marketing purposes, nor will we provide it to third parties for marketing or any other purpose.

If you have booked a tour with us or otherwise contacted us we may retain your data for some 6 months following such contact.

Processing of your personal data

We will use your data to comply with our obligation to supply such tour products as you may have booked. This may include supplying any relevant information relating to the tour, delivery of the tour itself, and dealing with any communication you may make in connection with our services.

Cookies

Cookies are uniquely identified text files which are transferred routinely from websites to your hard drive via your chosen browser software. A cookie identifies your browser, but will not supply to the website any personal data such as name or address. Browsers are typically configured to accept cookies, but can be reconfigured to either refuse cookies or notify of the deployment of a cookie.

Data Sharing

We may share your data with third parties which are essential for the arrangement and/or delivery of the tour or other product. These may include payment service providers, web hosting partners, other IT service providers, and our accountants, auditors and lawyers as required.

It may be necessary for us in certain circumstances to disclose your data when required to do so by legal authorities, for instance as part of any criminal investigation or to protect the safety, property or rights of a third party.

Where we store and process your personal data

7 Hills Tours may transfer your personal data outwith the European Union (EU) for any reason, including our own or one of our service provider's servers being so located. Any such organisation will have provided adequate safeguards in respect of your personal data.

Security

7 Hills Tours and any service providers which we use, will process your personal data with due regard for its security. This will include protection against unlawful/unauthorised processing, accidental loss, destruction or damage. However, although we undertake to take these steps to secure your data, no system is immune from every current or emerging threat, and in using the site you acknowledge that complete data security cannot be absolutely guaranteed by 7 Hills Tours or its linked providers.

Your rights

You have the right to request and obtain a copy of such data as we hold for you, and you are also entitled to require us to correct any errors, omissions or inaccuracies in your data. You are also entitled to require us to delete your personal data on your request. To exercise these rights or any other such rights as you have under applicable law, you may contact us at moray@7hillstours.co.uk

Changes to this policy

This policy was last updated on 1st August 2018. It will be kept in compliance with data protection legislation.

Complaints

Should you have any complaint about this policy or any other aspect of the way 7 Hills Tours handles your data, you can contact the office of the UK Information Commissioner, at www.ico.org.uk