



Retreats and Revision

Retreats & Revision Ltd Privacy Policy

General Description

In accordance with our registration with the Information Commissioner's Office (registration number ZA543466), the Data Protection Act of 1998 (DPA), and the EU General Data Protection Regulation of 2018, Retreats and Revision Ltd. (R&R) maintains transparency and provides accessible information about how we use and store your personal data.

The following Privacy Policy is intended as a guide for all participants.

As a parent/guardian to a minor under the age of 18, it is your responsibility to ensure that the participant is made aware of the content of this Privacy Policy.

Our contact details

Name: Sarah Jane Page
Position: Director of Retreats and Revision Ltd.
Company address: CRASL
Carlton Park House
Saxmundham
Suffolk
IP17 2NL
Phone number: 01394 382 683 / 07833 330 236
Email: sj@retreatsandrevision.co.uk

What data we process

Essential data

When you book a retreat or revision trip, we collect and process the following essential personal information as a condition of our booking process. In all cases, we ensure your data is treated sensitively and stored securely.

- name and contact details
- next of kin and emergency contact details
- insurance details
- passport information
- medical information
- dietary restrictions
- academic details
- subject-specific information relevant to the retreat or revision trip

Photos and videos

As per our General Terms and Conditions (Clauses 39 and 40), we may use photographs or videos taken during the retreat or revision trip for marketing purposes (on our website or social media platforms). These photographs or video footage may include you or the participant (when under the age of 18).

If you would prefer us not to use images featuring you or the participant, please let us know as soon as possible, preferably at the time of booking.

How we process your data

Your personal information is collected when you request information from us, when you complete the Enquiry Form on the website, or when you make a booking via the Booking Form.

We do not distribute your personal information to third parties unless we are required to do so by law.

All of the personal information you provide enables us to:

- respond to your initial enquiry
- comply with the registration requirements of the venue
- deal with emergencies via next of kin and/or insurance company
- meet the Residential requirements of the Duke of Edinburgh Award
- offer tailored tuition and coaching services
- organise cultural visits and tours
- provide meals to accommodate dietary restrictions
- manage and train our staff
- liaise with our suppliers
- operate, safeguard, and develop our business

Under the General Data Protection Regulation (GDPR) and in accordance with our ICO registration, when you provide data on our Enquiry Form via the website, we rely on the lawful basis of Legitimate Interests to process the information. Any such data that you provide is essential in our ability to respond to your enquiry.

Under the General Data Protection Regulation (GDPR) and in accordance with our ICO registration, when you provide data on a Booking Form, our lawful basis for processing such information is that such processing is required for the performance of our contract with you. If you do not agree to our use of the information, R&R cannot accept your booking; without collecting and sharing such data in the ways described above, R&R is unable to tailor the retreat or revision trip to your needs, or fulfil our legal obligations and safety requirements.

Please note that when you send personal information electronically, via Enquiry Forms or Booking Forms, although our website is SSL secured, the information could still be maliciously intercepted in ways beyond our control. If you are concerned with the electronic security of your data, please send the information by post to the address in our contact details; we recommend a 'signed-for' service.

What we do with your data

Data received electronically via the Enquiry Form or Booking Form is stored on a computer hard drive and an external hard drive, each secured in different private premises.

Data that we receive in hard copy by post is secured in a locked filing cabinet on private premises.

Once the retreat or revision trip is over, we will delete any electronic data that is no longer required. However, we will retain the Booking Form and any relevant information for an average of three years following the date of the

retreat or revision trip (or until such time that a minor reaches the age of 21). Such data is stored solely in case of future enquiries from you or your legal representative.

In addition, we will retain some electronic information regarding the retreat or revision trip itself.

Your data protection rights

Under Data Protection Law, you have the following rights:

Right of access

You have the right to ask us for copies of your personal information.

Right to rectification

You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Right to erasure

You have the right to ask us to erase your personal information in certain circumstances.

Right to restriction of processing

You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Right to object to processing

You have the right to object to the processing of your personal data in certain circumstances.

Right to data portability

You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, R&R has thirty days (30 days) to respond to you.

Please contact us if you wish to make a request:

Address: Sarah Jane Page
Director
Retreats and Revision Ltd
CRASL
Carlton Park House
Saxmundham
Suffolk
IP17 2NL

Telephone: 01394 382 683 / 07833 330 236
Email: sj@retreatsandrevision.co.uk

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113