



Bongo Holidays **Privacy Policy**

This notice explains how Bongo Holidays uses your personal data and how it is collected, stored and processed.

Our contact details

Name: Liam Pike and Emma Brown T/A Bongo Holidays

Address: 497 Oundle Road, Orton Longueville, Peterborough, Cambridgeshire, PE2 7DQ

Phone Number: 07915 020070

E-mail: enquiries@bongoholidays.co.uk

Website: www.bongoholidays.co.uk

VAT Number: 333 6514 15

ICO Registration Reference Number: ZB484312

Data Protection Officer: Liam Pike

The type of personal information we collect

We currently collect and process the following information:

- Name
- Contact details (address, phone number and e-mail address)
- Date of birth
- Age
- Occupation
- Holiday/travel plans
- Driving history and license information (driving test pass date, licence details, convictions including points, suspensions and disqualifications, accidents, medical restrictions affecting driving, insurance history)
- Purchase/hire history
- Proof of identity (driving licence/utility bills/bank statements/passport or similar)
- Payment information.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you or the lead hirer for your trip if you are not the lead hirer.

We also receive personal information indirectly, from the following sources in the following scenarios:

- DVLA if you provide us with a DVLA licence check code to verify your driving licence details and current convictions/suspensions/disqualifications/points (if any);
- Our CCTV camera systems at our premises.

We use your personal information for one or more of the following reasons:

- To follow up your enquiries via phone, e-mail, chat, text, WhatsApp, Facebook or other communication media;
- To enable us to verify that authorised drivers meet our insurer's requirements for the provision of Self-Drive Hire insurance;
- To enable us to verify your identity and suitability to hire a motorhome;
- To contact you about your hire or other services we provide;
- To enable us to provide you with self-drive motorhome hire services;
- To enable us to provide you with other services we provide;
- To provide you with newsletters/e-mails and information about our services and special offers;
- For training and customer experience purposes,
- For business development purpose including requesting feedback and reviews;
- To prevent or detect fraud;
- With your permission and/or where permitted by law, for marketing purposes, which may include contacting you by email and telephone, text message and post with information, news, and offers on our products and services. You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

We do not use automated decision making or profiling.

We may share your personal information with:

- our insurance broker and/or insurance underwriter;
- the Police or other law enforcement agencies within the UK or otherwise;
- parking enforcement authorities and companies;
- toll and other road use enforcement authorities and companies;
- third parties with whom or with whose property you are involved in an accident together with their insurers;
- any other person as required by law.

Lawful Bases for Processing

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Liam Pike and Emma Brown T/A Bongo Holidays, 497 Oundle Road, Orton Longueville, Peterborough, Cambridgeshire, PE2 7DQ.

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep your personal data for the longer of 7 years from the end of your last transaction or hire from us or until you withdraw your consent for processing. We will then dispose of your information by deleting any soft copies and securely destroying any hard copies by shredding.

Your data protection rights

Under data protection law, you have rights including:

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

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

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances (but not for personal data processed in relation to a legal obligation).

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

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances (but not for personal data processed in relation to a legal obligation or under contract or by unwithdrawn consent).

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances (but not for personal data processed in relation to a legal obligation or in relation to legitimate interests).

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Liam Pike and Emma Brown T/A Bongo Holidays, 497 Oundle Road, Orton Longueville, Peterborough, Cambridgeshire, PE2 7DQ if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Liam Pike and Emma Brown T/A Bongo Holidays, 497 Oundle Road, Orton Longueville, Peterborough, Cambridgeshire, PE2 7DQ.

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

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>