

Privacy Policy — Escape Haven Travel

1. Who We Are

Escape Haven Travel (“we”, “us”, “our”) is a sole-trader travel agency based in Northern Ireland and an affiliate of IntelTravel UK. We act as a **Data Controller** for the personal data you provide to us.

Business Name: Escape Haven Travel **Email:** jill@escapehaventravel.co.uk

2. What This Policy Covers

This Privacy Policy explains how we collect, use, store, share, and protect your personal data when you:

- Visit our website
- Make an enquiry
- Request a quote
- Make a booking
- Sign up for marketing
- Interact with us on social media

3. What Personal Data We Collect

We may collect the following categories of personal data:

Information you provide directly

- Name
- Email address
- Phone number
- Postal address
- Date of birth
- Passport details
- Travel preferences
- Special assistance requirements
- Payment information (processed securely via suppliers)

Information collected automatically

- IP address
- Device information
- Browser type
- Cookies and tracking data (see Cookie Policy)

Sensitive data (special category)

If you provide medical or accessibility information, we process this **only with your explicit consent** and solely for the purpose of arranging your travel.

4. Legal Bases for Processing

We process your data under the following lawful bases:

- **Contract:** To arrange and manage your travel booking
- **Consent:** For marketing communications and special category data
- **Legal obligation:** For financial, tax, and regulatory requirements
- **Legitimate interests:** To improve our services and respond to enquiries

5. How We Use Your Data

We use your personal data to:

- Provide travel quotes and recommendations
- Make and manage bookings
- Communicate with you about your trip
- Send travel documents and confirmations
- Provide customer support
- Send marketing emails (only with your consent)
- Meet legal and regulatory obligations

6. Who We Share Your Data With

To fulfil your booking, we may share your data with:

- **IntelTravel UK** (booking platform)
- **Tour operators** (e.g., Jet2holidays, EasyJet Holidays, TUI, etc.)
- **Airlines**
- **Hotels and accommodation providers**
- **Cruise lines**
- **Transfer companies**
- **Travel insurance partners**
- **Excursion and attraction providers**
- **Payment processors**
- **IT and website service providers**

Some suppliers are located outside the UK. Where this occurs, we ensure appropriate safeguards (e.g., Standard Contractual Clauses).

We **never** sell your data.

7. Data Retention

We retain your data only for as long as necessary:

- Enquiries: **12 months**
- Bookings: **7 years** (legal and financial obligations)
- Marketing data: Until you withdraw consent

8. Your Rights Under UK GDPR

You have the right to:

- **Access** your data
- **Rectify** inaccurate data
- **Erase** your data (“right to be forgotten”)
- **Restrict** processing
- **Object** to processing
- **Data portability**
- **Withdraw consent** at any time
- **Lodge a complaint** with the ICO

To exercise your rights, email: jill@escapehaventravel.co.uk

9. Cookies

We use essential and non-essential cookies. Non-essential cookies (analytics, marketing) are only activated with your consent.

For full details, please see our **Cookie Policy**.

10. Security

We use appropriate technical and organisational measures to protect your data. However, no online transmission is 100% secure, and we cannot guarantee absolute security.

11. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for their content or privacy practices. We recommend reviewing their privacy policies before providing personal data.

12. Children’s Data

We do not knowingly collect data from children under 16 without parental consent.

13. Changes to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

14. Contact Us

If you have any questions about this Privacy Policy or how your data is handled:

Email: jill@escapehaventravel.co.uk