

Privacy Policy

This privacy policy sets out how Tactran (as data controller for Travelknowhow Scotland) uses and protects any information that you give Travelknowhow Scotland when you use this website.

Travelknowhow Scotland is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Travelknowhow Scotland may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1st May 2018.

1. What we collect

We may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers

We may collect and process the following data about you:

- Information that you provide by filling in forms on our site. This includes information provided at the time of registering to use our site and subscribing to print services or for the newsletter. We may also ask you for information, for example when you enter a competition or promotion, and when you report a problem with our site.
- If you contact us, we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Details of transactions you carry out through our site and of the fulfilment of your orders. Details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

2. What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customize the website according to your interests.

3. Security

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

4. How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyze web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

5. Links to other websites

Our Travelknowhow Scotland website contains links to various external websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question before you submit any personal data to these websites.

6. Storing your personal data

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the sending of information via the internet is not totally secure and on occasion such information can be intercepted. We cannot guarantee the security of data that you choose to send us electronically, sending such information is entirely at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

7. Uses made of the information

We use information held about you in the following ways:

- to ensure that content from our site is presented in the most effective manner for you and for your computer;
- to provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes;
- to carry out our obligations arising from any contracts entered into between you and us;
- to allow you to participate in interactive features of our service, when you choose to do so;
- to notify you about changes to our service.

8. Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- when you are asked to fill in registration form on the website, look for the box that you can click to indicate that you give consent for the information to be used by Tactran (as data controller for Travelknowhow Scotland) for direct marketing purposes
- As per Section 9, The Right to withdraw consent, if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by unticking the box on the registration form to opt out. Alternatively, you can contact us at info@travelknowhowscotland.co.uk to inform us that you no longer wish your personal information to be used for direct marketing purposes.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

9. Access to information

You have the right to access any information that we hold relating to you. Please note that we reserve the right to charge a fee of £10 to cover the costs incurred by us in providing you with the information.

Below are the rights that you have under law, and what Tactran (as data controller for Travelknowhow Scotland) does to protect those rights:

The right to be informed - Tactran (as data controller for Travelknowhow Scotland) is publishing this Privacy Policy to keep you informed as to what we do with your personal information. We strive to be transparent about how we use your data.

The right to access - You have the right to access your information. Please contact info@travelknowhowscotland.co.uk if you wish to access the personal information Travelknowhow Scotland holds about you.

The right to rectification - If the information Travelknowhow Scotland holds about you is inaccurate or not complete, you have the right to ask us to rectify it. If that data has been passed to a third party with your consent or for legal reasons, then we must also ask them to rectify the data. Please contact our info@travelknowhowscotland.co.uk if you need us to rectify your information.

The right to erasure - This is sometimes called 'the right to be forgotten'. If you want Travelknowhow Scotland to erase all your personal data and we do not have a legal reason to continue to process and hold it, please contact us at info@travelknowhowscotland.co.uk.

The right to restrict processing - You have the right to ask Tactran (as data controller for Travelknowhow Scotland) to restrict how we process your data. This means We are permitted to store the data but not further process it. We keep just enough data to make sure we respect your request in the future. If you want Us to restrict processing of your data, please contact us at info@travelknowhowscotland.co.uk.

The right to data portability - Tactran (as data controller for Travelknowhow Scotland) must allow you to obtain and reuse your personal data for your own purposes across services in a safe and secure way without this effecting the usability of your data. Please contact info@travelknowhowscotland.co.uk if you want information how to port your data elsewhere. This right only applies to personal data that you have provided to Us as the Data Controller. The data must be held by Us by consent or for the performance of a contract.

The right to object - You have the right to object to Tactran (as data controller for Travelknowhow Scotland) processing your data even if it is based on Our legitimate interests, the exercise of official authority, direct marketing (including data aggregation), and processing for the purpose of statistics. If you wish to object please contact us at info@travelknowhowscotland.co.uk

The right to withdraw consent – If you have given Us your consent to process your data but change your mind later, you have the right to withdraw your consent at any time, and Tactran (as data controller for Travelknowhow Scotland) must stop processing your data. If you want to withdraw your consent, please contact us at info@travelknowhowscotland.co.uk

10. Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

11. Contacting Us

Please get in touch with Tactran (as data controller for Travelknowhow Scotland) if you have any questions about any aspect of this Privacy Policy; and in particular if you would like to object to any processing of your personal information that we carry out for our legitimate organisational interest.

Tactran

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