

Norman Allen Group Travel Limited

PRIVACY POLICY

At Norman Allen Group Travel (NAGT), we understand the importance of protecting personal data. We are committed to ensuring that all personal information is handled securely, lawfully, and transparently. This policy outlines how we collect, use, share, and protect your data.

1. Data Collection and Purpose

To manage bookings and ensure that travel arrangements run smoothly and meet individual requirements, we collect relevant personal information. This may include full name, address, date of birth, passport number, and any special requirements (e.g. dietary needs, accessibility needs). The specific data may vary depending on the destination, travel arrangements, and services provided.

2. Data Sharing

Personal data may be shared with third parties essential to the delivery of travel services, including hotels, transport providers, airlines, visitor attractions; security or credit-checking agencies; immigration, customs, or other government authorities.

Such data sharing is necessary for the performance of the contract. By making a booking with us, you consent to the use and transfer of your information for these purposes. If we are unable to share the necessary personal data, we may not be able to fulfil the booking.

3. International Transfers

Where travel services are provided outside the UK or the European Economic Area (EEA), local data protection standards may differ. However, we require all suppliers and partners to safeguard personal data in accordance with reasonable and appropriate standards.

4. Third-Party Data Responsibility

Where personal data is provided to NAGT by a group organiser, agent, or supplier, it is their responsibility to ensure that they have the necessary consent or lawful basis to share that data. When we share personal data with third parties (including agents and suppliers), it will be subject to their privacy and data protection policies.

5. Your Rights

Under the UK GDPR, you have the right to request access to the personal data we hold about you; request correction of any inaccurate or incomplete data; request erasure of your personal data (where applicable); withdraw consent to direct marketing at any time.

To exercise these rights, or if you have any questions or concerns regarding your personal data, please contact our GDPR Representative by email to normanallen@group-travel.com, or by post to Portfield House, Daws Road, Hereford, HR1 2JJ.

6. Complaints

If you are dissatisfied with our handling of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

ICO Contact Number: 0303 123 1113

Further contact methods are available at www.ico.org.uk.

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