

General

This Privacy Statement sets out how we comply with European Union data protection requirements. Any changes to these policies will be notified to you on the web site homepage and will be included in the updated Privacy Statement.

You can also access this Privacy Policy via our homepage and from the bottom of every page by clicking on the appropriate link.

Hays Travel Ltd and its subsidiary Travel Essence Ltd are committed to respecting your privacy. We have structured our web site so that, in general, you can visit us on the web without identifying yourself or revealing any personal information. Once you choose to provide us with any information by which you can be identified, then you can be assured that it will only be used in accordance with this Privacy Statement.

For your protection, we are registered under the Data Protection Act 1998 and have given all appropriate notifications to the Information Commissioner.

What we collect

We may collect the following information as submitted to our web site by you: A contact name (you should ensure that you have the consent of any individual's details submitted), your phone numbers, your Email address, your preferred user name and additional information.

We may also ask you to provide us with information regarding your personal or professional interests, demographics, experiences with our products, and contact preferences in order to provide you with further correspondence about our products and services.

In operating our website we may collect and process the following data about you:

- i. Details of your visits to our website and the resources that you access, including, but not limited to, traffic data, location data, weblogs and other communication data.
- ii. Information that you provide by filling in forms on our website, such as when you registered for information or make a purchase.
- iii. Information provided to us when you communicate with us for any reason.

What do we do with the information we gather

We require this information to understand your needs and provide you with a better service. We may use the information to improve our products and services and for research purposes.

Our representatives will usually follow up, either by e-mail or phone, to people who have registered their details.

We may periodically send promotional e-mail about new products, special offers or other information which we think you may find interesting using the e-mail 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 e-mail or phone.

What if the information is incorrect

What if you think we have incorrect information or you would like a copy of the information we hold about you

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. This fee will not exceed £10. If you would like a copy of the information held on you please email:

Data Protection Compliance Officer dpmanager@hays-travel.co.uk

Or Write to:

Data Protection Compliance Officer

Hays Travel Ltd
25 Vine Place
Sunderland
SR1 3NA

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

Security

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

Other Websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site you should note that we do not have any

control over that other website. Therefore, 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.

Our Website

Our website is provided by Joomla! (www.joomla.org), for more information about Joomla! and their privacy policy visit their website www.joomla.org/privacy-policy

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Cookies Policy

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to

compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser.

MailChimp

By using MailChimp we store contact information in our MailChimp account. Visit their privacy policy at www.mailchimp.com/legal/privacy