



## **Royal Windsor Tours Privacy Statement**

**As a valued customer your privacy is important to us. Royal Windsor Tours seeks to comply with privacy law by protecting our customers through our privacy policy and statement. In our policy we show how information is collected, stored and released.**

### **Means of Sharing data:**

- 1. Only certain data is shared with us by our box office partner facilitation through email.**
- 2. Through agreement on signing up for our newsletter through email.**

### **Collected Data**

#### **Partner Facilitation:**

**Royal Windsor Tours supply and transactions of tickets are facilitated through our box office partner. This means that very little data is transmitted to us on any transaction. The bulk of information is held with our Box Office Partner. They gather only the necessary information to carry out a successful ticket transaction. Royal Windsor Tours only receives the name, address, ticket number and a contact number of the ticket purchaser. No other personal information is transmitted.**

#### **Newsletter Data:**

**We collect data from customers who have signed up for our newsletter. Royal Windsor Tours collects the name of the customer and their email address and contact number.**

#### **Reasons Why:**

**The reason why we collect a contact number is to be able to contact you should there be an update to our service. The reason why we collect your email address is to send to you a newsletter in agreement with you signing up for one and for communicating with you.**

### **Stored Information**

#### **Computer and Phone Storage:**

**We can store information on Royal Windsor Tours business computers, business phones and the cloud. It is our aim to keep data on our system only for a limited time. For example from the date of a transaction up to 12 weeks after that period customer data and emails will be deleted from our phones and business computers but a central store will keep your data transaction details. Longer storage on our computers and phones will only be consented data. That will be kept on our business computers by means of a spreadsheet that is backed up by the cloud. For example a newsletter database.**

#### **Cloud Storage:**

**We store limited data on transactions on our systems for up to six years. Especially if a financial agreement is in place.**

**Audio Reviews:**

To those who have given your consent to be audio recorded after a Walk. We hold that audio file for around 12 months on our system after that it will be deleted. You can at anytime ask for it to be removed from our system and website.

**Business Correspondence:**

We may keep and store business letters containing business details and correspondence in our filing. This may be kept as a hard copy in filing up to a year. After that time it will be destroyed by a shredder.

**Released Data****Cyber Resilience:**

**Business safety software and tools.**

It is Royal Windsor Tours aim to build a business culture of privacy and security. This means that only certain information will be shared with employees and that one person in the company is responsible for Data Protection.

**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 online.

**Requested Data**

You may apply for subject access and request from us details of the data we hold on you. The process for this can cost up to £10. Please contact [pmcneill@royalwindsortours.com](mailto:pmcneill@royalwindsortours.com)