

Privacy Statement

At Travel Rocks we take client confidentiality and your privacy seriously and as such, we are registered with the Information Commissioners Office.

What information do we collect?

We only collect information required to complete your travel arrangements.

What do we use your information for?

We only use your information to personalise your travel arrangements, to process your booking and to provide you with a personal customer service. Your email address will be used to keep you up to date with the progress of your holiday booking.

Who do we share your information with?

We only pass on your details to your travel suppliers and TravelAdmin4U, our administration team, who are also GDPR compliant. We do not pass your details onto any other party not related to your booking at any time.

How do we protect your information?

All electronic data is stored on password and virus protected computers, laptops and telephones and is deleted as soon as possible. Paper records are kept in a locked filing cabinet and are shredded as soon as possible.

Who is responsible for data collection?

As the owner of Travel Rocks, I am responsible for data collection. As a member of Independent Travel Experts and part of The Travel Network Group, customer data is stored in a central database but is never used for marketing purposes.

Your consent:

By using our website and booking your holiday with Travel Rocks, you agree to our privacy policy. You can access your records by written request, without charge, at any time in accordance with ICO compliance requirements

Any breach of policy will be reported to the ICO in accordance with their regulations.