

Privacy Notice

The **SKI**
COMPANY

4a Nelson Arcade
Nelson Rd, London
SE10 9JB, UK
+44 20 8858 9535
skicompany@skicompany.net
www.skicompany.net

The Ski Company is committed to protecting your personal information, and to using it only with your consent or as we are otherwise allowed to do so. We are committed to using your personal information in a way that is lawful, fair, non-intrusive and transparent. We are committed to making your data rights known to you, as well as how you can exercise them with us. If you have any queries regarding our handling of your personal information, please email us at skicompany@skicompany.net or call us on 020 8858 9535.

Who we are

The Ski Company is a tour operator which has been operating for more than 25 years, organising ski trips to Switzerland, Austria and Italy. Our postal address is 4a Nelson Arcade, Nelson Rd, Greenwich SE10 9JB, London, United Kingdom. All Ski Company trips are run by Gerry Shirt T/A The Ski Company.

Who processes your information

Your personal information is processed by the Ski Company and its representatives. This may be, as circumstances strictly require, the proprietor or full-time employees. Our Data Protection Officer is Gerry Shirt.

How we obtain information

We only obtain your personal information with your consent, or as we are otherwise allowed to do so. This can be via a paper booking form, an online booking form, an online enquiry form or other means by which you contact us.

What information we collect

We only collect information as strictly necessary. The personal information we collect might include your name, address, email address, date of birth, passport details, physical and other details such as medical conditions, allergies or dietary requirements. If you make payments to us we might also store bank details or transactional information, however these do not include full card details, which are encrypted using professional high-security third-party algorithms.

The legal basis on which we process your information

The GDPR legislation provides for several lawful bases on which companies such as ourselves may process personal information.

Depending on your case and the processing instance, we may be processing your information on the following bases: (a) you have given consent in relation to our stated purpose, (b) we need to process the information to perform our contract with you, or to take steps at your request before entering into a contract, (c) processing is necessary for us to comply with our own legal obligations, (d) processing is necessary to protect your vital interests or that of another person, (f) processing is necessary for the purposes of our legitimate interests (such as marketing), except where such interests are overridden by

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your interests or fundamental rights and freedoms which require protection of personal data, in particular where the data subject is a child.

The only instance in which that last basis may apply is our possible use in our promotional material of any photographs taken in resort, where you or members of your party may appear, whether knowingly or inadvertently. If you would like to request the withdrawal of a photograph in which you appear, please contact us as laid out below.

What we collect and use your personal information for

With the exception of photographs, we only collect and use your personal information to ensure the success of your ski trip. This is to enable us to know the particulars of your needs, to communicate with you about your trip, and to make all and any arrangements necessary for the organisation of the trip. The only exception is photographs taken in our resorts, which we may use from time to time for our promotional material.

Who we share personal information with

We never share your personal information with third-parties, with the exception of our accountants, our trusted IT contractors, insurance providers, other contractors whose services are required for the organisation of your ski trip, and government bodies as required by law. Where third-parties are involved, your information is shared strictly as necessary and is never sold.

How we store information

We will only store information with your consent, or as we are otherwise allowed to do so. Information stored digitally is always held on secure servers, with access being granted to those processing your information strictly as necessary. Information stored physically is also stored safely and is only accessible by those processing your information strictly as necessary. We delete your information automatically 7 years after the end of your trip.

Your right to access the information we hold

To exercise this right, simply notify us by email at skicompany@skicompany.net or by post using the following address: 4a Nelson Arcade, Nelson Rd, Greenwich SE10 9JB, London, United Kingdom. We will do our utmost to respond promptly and provide a comprehensive answer to your request.

Your right to rectify the information we hold

To exercise this right, simply notify us by email at skicompany@skicompany.net or by post using the following address: 4a Nelson Arcade, Nelson Rd, Greenwich SE10 9JB, London, United Kingdom. Please specify what information is incorrect, and how you would like us to correct it. We will in all cases do our utmost to respond promptly and secure a satisfactory outcome for you.

Your right to withdraw consent, or request the deletion of your personal information

To exercise this right, simply notify us by email at skicompany@skicompany.net or by post using the following address: 4a Nelson Arcade, Nelson Rd, Greenwich SE10 9JB, London, United Kingdom. Although there are instances where the complete removal will not be possible (for example, if your request clashes with a legal obligation we have), we will in all cases do our utmost to respond promptly and secure a satisfactory outcome for you.

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