

Wigwamholidays.com Privacy Policy

This privacy policy sets out how we will process and use any Personal Information that you provide to us, or that we may collect as a result of visiting Wigwamholidays.com. Please read the following information to understand our practices with regards to your personal data and how we will treat it.

Any changes to the Wigwamholidays.com privacy policy will be made to this page. Your continued use of the Website will constitute your agreement to the changed Terms.

We do not store any financial details such as credit or debit card numbers.

The personal information that we collect from you shall be obtained, processed and transmitted in compliance with applicable data protection legislation. Since our servers are located in the United Kingdom, the personal information that we collect from you shall be obtained, processed and transmitted in compliance with European Directives 95/46 and 2002/58, as well as any other such legislation that replaces, substitutes, complements and develops it such as the Data Protection Act 1998 from the United Kingdom.

"Personal Information" means information that relates to a living individual who can be identified from that information, or from that information together with other information which is held by or is likely to be held by us.

(1) What Personal Information Do We Collect?

We may collect and process the following data ("Personal Information") about you:

- (a) Any information that you provide by filling in forms on our site, including name and contact details, and special requirements. This includes information provided at the time of booking, registering to use our site, applying for a job, posting material, requesting further services or subscribing to any service offered by us on the site. We may also request further information should you report a problem with our site;
- (b) We may keep a record of any correspondence should you contact us;
- (c) Details of the resources you access and of your visits to our site;
- (d) Details of transactions you may carry out through our site and of the completion of your orders.

We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

(2) Information About Other People

If you provide information to us about any person other than yourself, you must ensure that they understand how their information will be used and that you are authorised to disclose it to us, and consent its use on their behalf, before doing so.

(3) Cookies

We may collect information about your computer; this is statistical data concerning your browsing actions enabling us to tailor the site to match your interests and preferences, and does not identify you individually.

This information includes your IP address where available, operating system and browser type, for system administration and to report collective information to our advertisers.

We may also collect information about your general internet usage using cookie files stored on the hard drive of all computers. The cookies contain valuable information that is transferred to your computer's hard drive. In collecting this information we are able to improve our site and deliver a better and more personalised service.

You can refuse to accept cookies but note that in doing this you may be unable to access certain parts of our site. You can do this by activating the setting on your browser which allows you to refuse the setting.

Our advertisers may also use cookies but please note that we have no control over this.

In addition to this we use Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses cookies, to help analyse how visitors use our site. The information generated by the cookie about the use of our 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 our website, compiling reports on website activity for Wigwamholidays.com 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. 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.

Wigwamholidays.com regards the databases of site visitors' information (which may include your Personal Information) as a valuable asset. Should Wigwamholidays.com sell or transfer any of Wigwamholidays.com's business assets this may include the sale or transfer of such databases of information to third parties. Such a transfer or sale may mean that your Personal Information is transferred to countries outside the EEA. In using the Website and accepting the Terms you consent to such use of your Personal Information.

(4) Using Your Personal Information

Personal information submitted to us via this website will be used for the purposes specified in this privacy policy or in relevant parts of the website.

We may use your personal information to:

- manage and administer the website;
- improve your browsing experience by personalising the website;
- enable your use of the services available on the website including providing you with login in details so you may access details of your bookings;
- manage, administer, mediate and contract the services offered by us via the website;
- manage, administer, mediate and contract your bookings made through the website and/or our call-centre;
- send you general (non-marketing) commercial communications including communications about any important changes to the website;
- send you email notifications which you have specifically requested including email notifications confirming your bookings made via the website;
- contact you by electronic means (e-mail or SMS) with information such as special offers for goods and services similar to those which were the subject of a previous sale to you, unless you have opted out

of receiving such information (you can inform us at any time if you do not wish to receive such marketing communications by simply clicking on the unsubscribe link);

- send to you our newsletter and other marketing communications relating to new services, our business or the businesses of carefully-selected third parties which we think may be of interest to you by post or, where you have specifically agreed or subscribed to this, by email or similar technology (you can inform us at any time if you no longer require marketing communications by simply clicking on the unsubscribe link);
- provide third parties with statistical information about our users, but this information will not be used to identify any individual user;
- deal with enquiries and complaints made by or about you relating to the website, your bookings and/or the services offered by us or our suppliers;
- to analyse and improve the services offered on our website and to provide you with the most user-friendly navigation experience. We may also use and disclose information in aggregate for marketing and strategic development purposes; and
- send you an email inviting you to leave a guest review on the website following your stay.

Where you submit personal information for publication on our website, we will publish and otherwise use that information in accordance with the license you grant to us.

We will not provide your personal information to any third parties for the purpose of direct marketing unless you have provided your express consent by activating the "opt-in" option on the website. In such cases, we shall only transfer to the third party adequate, relevant and not excessive personal data (name, address and email addresses) so you will be able to receive direct marketing material from such third party. You can inform us at any time if you no longer wish for your details to be disclosed to such third party and we will no longer disclose your information. The relevant third party will show their contact information in their marketing material and we have no control over such third party marketing material, therefore we disclaim any kind of liability that may arise from such third party marketing material.

You expressly agree to such uses of personal information.

(5) Disclosures

We may disclose information about you to any of our employees, officers, agents, suppliers, partners or subcontractors insofar as reasonably necessary for the purposes as set out in this privacy policy or whom we have appointed to process information on our behalf or manage aspects of our website. Please note we must disclose information about you to the relevant suppliers of your travel arrangements.

In addition, we may disclose your personal information:

- to the extent that we are required to do so by law;
- in connection with any legal proceedings or prospective legal proceedings;
- in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk);
- to the purchaser (or prospective purchaser) of any business or asset which we are (or are contemplating) selling; and
- to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

Except as provided in this privacy policy, we will not provide your information to third parties.

You expressly agree to such disclosures of personal information.

(6) International Data Transfers

Information that we collect may be stored and processed in and transferred between any of the countries in which we and/or our suppliers operate in order to enable us to use the information in accordance with this privacy policy.

Information which you provide may be transferred to countries which do not have data protection laws equivalent to those in force in the European Economic Area (EEA), in particular where your booking destination is outside the EEA. Please note, if we cannot pass this information to the relevant accommodation and/or service providers, whether in the EEA or not, we cannot provide the services to you.

Information may be transferred to companies contracted by us to perform services in connection with this website who are based outside the EEA including in the United States, where such organisations have signed up to the US Safe Harbour Principles and/or contracts providing an adequate level of protection have been signed.

In addition, personal information that you submit for publication on the website as a review will be published on the internet and may be available, via the internet, around the world. We cannot prevent the use or misuse of such information by others.

You expressly agree to such transfers of personal information.

(7) Security of Your Personal Information

Please note that, in accordance with European personal data protection laws, we will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

However, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

You are responsible for keeping your password and user details confidential. We will not ask you for your password (except when you log in to the website).

(8) Policy Amendments

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes. Your continued use of the website shall constitute your agreement and acceptance of the changes to this policy.

(9) Your Rights

You may instruct us to provide you with any personal information we hold about you. Provision of such information will be subject to:

- the payment of a fee (currently fixed at £10.00); and
- the supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a solicitor or bank plus an original copy of a utility bill showing your current address).

We may withhold such personal information to the extent permitted by law.

You may instruct us not to process your personal information for marketing purposes by email at any time. In practice, you will usually either expressly agree in advance to our use of your personal information for marketing purposes, or we will provide you with an opportunity to opt-out of the use of your personal information for marketing purposes.

(10) Third Party Websites

The website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites including use of cookies on such third party websites and you should prefer to the third party's privacy policy for more information.

(11) Updating Information

Please let us know if the personal information which we hold about you needs to be corrected or updated.

(12) Contact

If you have any questions about this privacy policy or our treatment of your personal information, please write to us by email to admin@wigwamholidays.com or by post to Wigwam Holidays Ltd, Strathfillan, Tyndrum, Perthshire, FK20 8RU.

(13) Data Controller

The data controller responsible in respect of the information collected on this website is Wigwam Holidays Limited, whose registered office address is Albyn House, Union Street, Inverness, Scotland IV1 1QA. Our data protection registration number is .