

Excellent Walks London - Privacy Policy

Our contact details

Name: Walkport Ltd

Address: Suite 247, 15 Ingestre Place, London W1F 0JH

E-mail: privacy@xlwalks.co.uk

Definitions

“We” and “Us” refer to the directors and members of Walkport Ltd.

The type of personal information we collect

We currently collect and process the following information:

- Names, telephone numbers and email addresses.

How we get the personal information and why we have it

The personal information that we process is provided to us directly by you for one of the following reasons:

- You have contacted us to book a tour or to enquire about a tour, or
- You have subscribed to our newsletter.

We also receive personal information indirectly, from the following sources in the following scenarios:

- You book one of our tours through Eventbrite and your contact details are passed to us by Eventbrite.

We use the information that you have given us in order to:

- Provide you with a tour, or
- Keep you up to date with our activities and offers through our newsletter.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting privacy@xlwalks.co.uk.

(b) We have a contractual obligation (e.g. when you book a tour with us.).

We will not share your personal data with any third party.

How we store your personal information

Your information is securely stored on password protected devices.

For information supplied in connection with a tour, we keep names, telephone numbers and email addresses for 6 months following the conclusion of a tour. We will then dispose your information by deleting it from these devices.

For information supplied in connection with a subscription to our newsletter, we keep names, telephone numbers and email addresses until you cease your subscription to our newsletter. We will then dispose your information by deleting it from these devices.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at privacy@xlwalks.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at privacy@xlwalks.co.uk.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>