

Security and Privacy Policy

Introduction

Boundless Breaks and all websites and brochures operated and/or produced in relation to it are owned and maintained by Boundless by CSMA (“we”, “us”, “Boundless” and “Boundless Breaks”), a trading name of Motoring & Leisure Services Limited, a subsidiary of the Civil Service Association Limited.

We are committed to keeping your personal details safe. This privacy notice sets out the way we process your information and details our privacy and fair processing policy. We will always refer to this page when we ask you for your consent. We’ll keep this page updated to show you all the things we do with your personal information so that you can be confident when sharing your information with us that it will be only used for what we say here.

We take security issues seriously. We have implemented appropriate steps to help maintain the security of our information systems and processes and prevent the accidental destruction, loss or unauthorised disclosure of the information we collect.

This privacy notice applies to individuals using Boundless Breaks who are not Boundless members. Boundless members should refer to the privacy policy on the Boundless web-site or in our current Boundless literature.

How we use personal information

What information do we collect about you?

If you choose to make a booking with us we will collect details that you provide in relation to that booking. Information held is likely to include your name, date of birth, contact details, bank account details, information about people you are travelling with, information about your booking and any additional information we may need to meet personal and specific booking requirements. We also collect website usage information. We do this using “cookies”. For further information about cookies and how we use them please see our Cookies Policy.

How do we use your information?

We will use the personal information you have shared with us for the following:

- To enable us to complete your booking.
- To confirm identification when you contact us.
- To manage customer service queries.
- To monitor our customer service to you.
- To comply with legal and regulatory requirements
- To ensure all marketing communications you receive from us are relevant, such as tailoring messaging based on personal data provided by you.
- To keep you informed of any special offers or promotions about Boundless and Boundless Breaks, that we believe might be of interest to you in accordance with your preferences.
- For statistical analysis, research and to track activity on our website.
- To help detect and deal with crime and unsavoury behaviour.

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- To provide you with other goods and services that you order from us.
- We may also use and disclose information in aggregate (so that no individuals are identified) for marketing and strategic development purposes.

Who will you share my information with?

In order to provide you with the products and services we offer we may share your information with:

- Employees of Boundless and Boundless Breaks to enable us to complete your booking and carry out any administration requirements.
- Agents and service providers (some of which may be located outside Europe) to collect, hold and process on our behalf your personal information for the purposes set out in this policy. These agents and service providers act on our instructions and will only use your information as we tell them to.
- We may disclose your information to third parties, including the police and other governmental bodies, as required by law or if we think the disclosure may help to detect and deal with crime and unsavoury behaviour.
- We will not sell your information to a third party, except in the unlikely event that we sell our business, or a substantial part of it; in which case we may sell your information as part of the sale to allow the purchaser to carry on providing some or all of our services to you.

How do you manage my information?

We may from time to time appoint other members of Boundless, or third party service providers, to help us manage efficient systems within the business. Some of these systems may for operational reasons be located in countries overseas. We will only transfer your information to service providers who help manage our systems, or overseas, where we are satisfied that adequate levels of protection are in place to protect the integrity and security of any information being processed and compliance with applicable privacy laws.

Your marketing permissions

We would like to send you information about Boundless products and services. We may do this by post, telephone, or email, based on the preferences you have chosen within the booking process.

You are always in control of how we communicate with you. You can change your preferences at any time by calling 03301 230 374.

Disclosing your information to third parties

We use agents and service providers (some of which may be located outside Europe) to collect, hold and process on our behalf your personal information for the purposes set out in this policy. When we allow third party access to your information, we will always have complete control of what they see, what they are allowed to do with it and how long they see it.

We may use member email addresses to display advertisements when they've chosen to opt-in this option and whenever appropriate, including without limitation through Google AdWords, Google

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third-party partner websites and third-party social networking sites such as Facebook. Examples of this type of communication are:

- We may host members' email addresses on Google AdWords for the purpose of matching these addresses with Google accounts and create an audience list. This audience list may then be used for advertising and marketing retargeting purposes on Google Search, YouTube and Gmail. All data hosted on Google AdWords will be kept confidential and secret, and won't be used by Google to build or enhance profiles of Boundless members, in compliance with Google's Customer Match policy.
- We may host members' email addresses on Facebook to enable Facebook to cross-check it with its data in order to create a list of matching users on Facebook. The matched data is only used by Facebook to create this user list and this information is not distributed by Facebook in order to protect the privacy of the users. Once the Facebook user list is created all original data is deleted. The list of matching users will be used for advertising and marketing purposes on Facebook.

We may disclose your information to third parties, including the police and other governmental bodies, as required by law or if we think the disclosure may help to detect and deal with crime and unsavoury behaviour.

We may give your information to third parties to allow them to market their goods and services to you, but only with your express consent.

We will not sell your information to a third party, except in the unlikely event that we sell our business, or a substantial part of it; in which case we may sell your information as part of the sale to allow the purchaser to carry on providing some or all of our services to you.

Please note that this policy addresses only the use and disclosure of information we collect from you. If you give your information to others, whether they are third parties that we introduce you to or third party sites that you visit by clicking on a link on one of our web sites, different rules may apply to their use or disclosure of the information you give to them. We do not control the privacy policies of third parties, and you are subject to the privacy policies of those third parties where applicable. We encourage you to ask questions before you disclose your personal information to others.

Retention of personal information

We have a system of retention periods in place to ensure that your information is only stored whilst it is required for the relevant purposes or to meet legal requirements. Where your information is no longer required, we will ensure it is disposed of in a secure manner.

Accessing your personal data

You have the right to ask for a copy of the information we hold about you. If you find at any time that any of the information we hold about you is incorrect then you should promptly notify us and we will correct the inaccuracy.