



Introduction

PG Pleasure Boats Ltd t/a Tonbridge River Trips gather and use personal information from customers, suppliers, business contacts, sub-contractors and other people the organisation has a relationship with or may need to contact.

This policy describes how we protect your privacy and how you can control how we use your personal information, how it is collected, handled and stored to comply with the law.

Contact Details:

PG Pleasure Boats Ltd. t/a "Tonbridge River Trips"
Registered Office
Nimrod Hall Farm
Sissinghurst Road
Biddenden
Kent TN27 8EU

Email: info@tonbridgerivertrips.co.uk

Website: <https://www.tonbridgerivertrips.co.uk>

What information is collected and why?

In general, you can browse the websites without disclosing any information about yourself at all.

When you provide your information to us directly via our website, by email, over the phone or face to face we only ask you to supply information that we need in order to provide the service you have requested. We will normally ask you to provide us with your name, address, email address, phone number and criteria specific to your enquiry.

However, if you do business with us we may also ask for further information about you or your company including finance details.

You may also furnish your information to us via another website for example Facebook or Twitter.

The data collected is only used by PG Pleasure Boats Ltd and it's sub-contractors to manage bookings, occasionally to keep you informed and updated, to improve our website, and for the safe operation of the Company.

The information is NOT shared, sold or in any way provided to any third parties.

How do we protect your personal details?

We take our obligations to keep your personal data safe and secure very seriously, we have strict procedures governing the storage and disclosure of personal details to prevent unauthorised access and misuse.

Bookings are removed from the online database within 2 weeks of the booking date and are then held in a secure offline database for a further year before being deleted or anonymised.

Business and safety contacts are available to Directors and sub-contractors in a secure online database.



PG Pleasure Boats Ltd t/a Tonbridge River Trips Privacy Policy

In certain circumstances we have a statutory obligation to keep personal data for a set period of time for example financial information (normally 6-7 years) for financial auditing purposes.

Access to your personal information

You have the right to request a copy of the personal information Tonbridge River Trips holds about you and to have any inaccuracies corrected. Please address any requests to info@tonbridgerivertrips.co.uk

Under some circumstances we may be required to disclose or share your information without your consent, for example if we are required to by the police, the courts or for other legal reasons.

Use of cookies by www.tonbridgerivertrips.co.uk

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

www.tonbridgerivertrips.co.uk uses "tracking cookies" for statistical data only, no personal details are captured.

The following links will take you away from Tonbridge River Trips to other websites with independent information. You can change your browser to stop cookies <http://www.aboutcookies.org/Default.aspx?page=1> or you can delete them <http://www.wikihow.com/Clear-Your-Browser's-Cookies>

Cookies used by www.tonbridgerivertrips.co.uk

The following Cookie categories are based on the classification presented in The International Chambers of Commerce (ICC) Cookie Guide

Category 1: Strictly necessary cookies

These cookies are strictly necessary to provide services that you have requested.

Category 1 Cookies are **NOT** used by www.tonbridgerivertrips.co.uk.

Category 2: Performance cookies

These cookies collect information about how visitors use our website, for instance which pages visitors go to most often. The information collected is anonymous and is only used to improve the way our website works.

Category 2 Cookies used by www.tonbridgerivertrips.co.uk:- Google Web Analytics cookies are used to improve the design and user experience of our website by providing statistics on site usage and pages visited. Click here <https://tools.google.com/dlpage/gaoptout> to opt out of Google Web Analytics.

Category 3: Functionality cookies.

These cookies allow us to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more relevant features.

Category 3 Cookies are **NOT** used by www.tonbridgerivertrips.co.uk



Category 4: Targeting or Advertising cookies

These cookies are used to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advert as well as help measure the effectiveness of the advertising campaign. They are usually placed by advertising networks with the website operator's permission. They remember that you have visited a website and this information is shared with other organisations such as advertisers.

Category 4 Cookies are **NOT** used by www.tonbridgerivertrips.co.uk

To contact us about the use of Cookies on this site please email info@tonbridgerivertrips.co.uk

Your consent

By disclosing your personal information to Tonbridge River Trips, you consent to the collection, storage and processing of your personal information in the manner set out in this Privacy Policy.

To have your data erased (provided the booking is expired or cancelled) please email info@tonbridgerivertrips.co.uk with your request.

Do you have any other questions about privacy? We want you to feel happy about any information you give us and know that it is safe and you have control over the way it is used. If you have any questions about our Privacy policy, please email us info@tonbridgerivertrips.co.uk

Social Media

Our websites contain links to social media - third party sites (Facebook, Twitter, Instagram, YouTube, and Google) displaying our relevant data. By clicking these links you will leave our website and be taken to sites not in our control or covered by this privacy policy.

Links to other websites

We link our websites directly to other sites. This privacy policy does not cover those links or sites.

Business Contacts

Business contact details are used and stored as part of the running of the business, all such details are for the use, smooth, and safe running of the business. Details that are found to be incorrect are updated on an ad hoc basis or deleted.

reviewed 02 Aug 2020