

This document was last updated May 2018

Welcome to the Four Seasons Transfers Ltd (Four Seasons) Statement of Privacy. Four Seasons are committed to protecting your privacy and to protecting your personal data. This policy will tell you how we look after your personal data when you visit our website and the information we need to provide services you request. This statement of privacy explains data collection and use in the practices of Four Seasons.

How we collect your Personal Information

We will ask you when we need information that personally identifies you (personal information) or allows us to contact you. Generally, this information is requested when you are opening a Personal traveller profile, accessing an existing account to amend an existing booking or booking a journey. Personal information collected by Four Seasons often is limited to e-mail address and password, but may include other information when needed to provide a service you requested.

For example: A taxi reservation does require payment and we will request personal information necessary for billing and fulfilment of the service, such as: name, address, contact information, ride details, telephone number.

Four Seasons uses a username and password as its authentication. This log on allows you to access your personal information at Four Seasons. When you register to travel, your personal profile is created.

How we use your Personal Information

We use your personal information for the following purposes:

To simplify the site by not making you enter your personal information more than once.

To deliver services that you request.

To notify you of any new services from Four Seasons.

Four Seasons may disclose your personal information only if required to do so by law.

How we control your Personal Information

When you register, or otherwise give us personal information, Four Seasons will not share that information with third parties without your permission. It will only be used for the purposes stated above.

Four Seasons may send out periodic e-mails informing you of technical service issues related to a product or service you requested. You will not be able to choose to unsubscribe to these mailings, as they are considered an essential part of the service you have chosen.

Access to your Personal Information

We will provide you with the means to ensure that your personal information is correct and current. You may review and update this information at any time by logging on to the secure area of the site with your unique username and password. From there you can view and edit personal information you have already given us via our website

Erasure of your Personal Information

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements. For example, details of your reservations will be kept for as long as we need to retain that data to comply with our legal and regulatory requirements. This is generally 7 years unless the law prescribes a longer period.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it for example where you consider that we do not need it any longer for the purposes for which we originally collected it as explained to you in this Privacy Policy, where you have withdrawn your consent to our using it and we had relied on that consent according to this Policy, where you consider that we cannot show a 'legitimate interest' in continuing to process it and we have relied on that legitimate interest to process it as explained to you in this Policy.

Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Any profile information will automatically be erased 365 days after the last transaction and will erase your name, telephone number, email and address.

Security of your Personal Information

Four Seasons strictly protects the security of your personal information. We carefully protect your data from loss, misuse, unauthorised access or disclosure, alteration, or destruction. Your personal information is never shared outside the company without your permission. Inside the company, data is stored in password-controlled servers with limited access.

You also have a significant role in protecting your information. No one can see or edit your personal information without knowing your username and password, or being assigned as a delegate by yourself – do not share username and password details with others.

Use of Cookies

Changes to this Statement

Four Seasons will occasionally update this privacy statement. When we do, we will also revise the “last updated” date at the top of the privacy statement. For material changes to this Statement, Four Seasons will notify you by placing prominent notice on the website.

Contact details

Our full details are:

Full name of legal entity:

Four Seasons Transfers Ltd, a limited company with registered number 04662495.

Four Seasons Transfers Ltd is registered, and operates, in the United Kingdom.

Postal address:

Four Seasons Transfers Ltd, St Tula House, St Marys Wharf, Mansfield Road, Derby, DE 3TB

You can also contact us through our customer contact page or

bookings@fourseasonstransfers.co.uk

Your individual rights

Under the GDPR your rights are as follows.

the right to be informed;

the right of access;

the right to rectification;

the right to erasure;

the right to restrict processing;

the right to data portability;

the right to object; and

the right not to be subject to automated decision-making including profiling.

You also have the right to complain to the ICO [www.ico.org.uk] if you feel there is a problem with the way we are handling your data.

We handle subject access requests in accordance with the EU General Data Protection Regulation (“GDPR”)