

PRIVACY NOTICE

When you interact with The Far Horizons or visit www.thefarhorizons.com, we collect certain information or data about you. This privacy notice is meant to inform you of how your personal data or information is processed, the reasons for its processing and your rights in regard to the processing of your personal data by us.

Information we collect

Please find below a summary of the information we collect and how we use this to deliver services to you.

	What is the data? (simple description)	Why we hold it	Where we get it from	Who we share it with	What personal data is included?
1	Data sent from our website to Google Analytics associated with cookies, user identifiers, or advertising identifiers	Because you will have given us your consent.	Your device and browser	Google Analytics	User language, browser name, device and operating system. This data is stored on Google Analytics for a maximum of 26 months. You may delete cookies from your browser at any time.
2	Data sent from our website to Google Adwords associated with cookies, user identifiers, or advertising identifiers	Because you will have given us your consent.	Your device and browser	Google Adwords	Previous interactions with our Google ads and search results, and pages you visited on our website. You may delete cookies from your browser at any time.
3	Client details on our website contact form	Because you are contracting us to provide you with a quality safari	You supply this	Third parties relating to the booking (Hotels, transfers, airlines, car hire, excursion providers etc)	Name, city, country, email address, phone number, age and level of fitness.
4	Voice message received by email	Because you are contracting us to provide you with a quality safari	You supply this	Third parties relating to the booking (Hotels, transfers, airlines, car hire, excursion providers etc)	Name, phone number
5	Corresponding with a customer about an intent to book	Because you are contracting us to provide you with a quality safari	You supply this	Third parties relating to the booking (Hotels, transfers, airlines, car hire, excursion providers etc)	Name, city, country, email address, phone number, age and level of fitness.
6	Client details on a digital online itinerary and soft copy itinerary that we send our client.	Because you are contracting us to provide you with a quality safari	You supply this	We don't	Name, email address, phone number

7	Tour Registration Form - The main record we have of a confirmed booking	Because you are contracting us to provide you with a quality safari	You supply this	Third parties relating to the booking (Hotels, transfers, airlines, car hire, excursion providers etc).	Name, Date of Birth, Sex, Nationality, passport details, telephone number, email address, residential address, weight, emergency contact details, dietary preferences, sleeping arrangements, smoking or non-smoking, travel insurance company, type of insurance, policy number
8	Tour Registration Form - The main record we have of a confirmed booking	Because you are contracting us to provide you with a quality safari	You supply this	We input some of this information to the online platform of our regulatory body (Travel Trust Association) to log the booking in and obtain customer trip protection.	Name, telephone number, email address, residential address
9	Client details on an invoice	Because you are contracting us to provide you with a quality safari	You supply this	We submit this information to the online platform of our regulatory body, Travel Trust Association when requesting client funds to be paid out from our trust accounts	Name, residential address
10	Credit card payment link created on our website and sent to you	Because you are contracting us to provide you with a quality safari	You supply this	Barclaycard	Name, email address, residential address, phone number. This is deleted as soon as you successfully make payment to us.
11	Email from Barclaycard with a credit card payment status	We have a Legal Obligation to do so as required by the HMRC	Barclaycard	We don't	Name, email address, residential address, phone number, IP address

Your rights in regard to your personal data.

Right to restrict processing

You have the right to request we cease processing your data, if:

1. You consider it inaccurate or incomplete;
2. Where you object to processing;
3. Where we don't need the data for the original reason we collected it.

However, we may not cease the processing of your personal data if we have a legal obligation or a legitimate interest to process it or where we may need it to support a legal claim.

Right to data portability

Where you have consented to our processing your data, or where the processing is necessary for us to deliver a contract, you can request that a copy of that data be provided to you or to a third party in electronic form.

Right to object

You have the right to object to our processing under certain circumstances. For example, you can object to:

1. direct marketing (including profiling); and
2. processing for purposes of scientific/historical research and statistics
3. processing of personal data which causes or is likely to cause you loss, sadness or anxiety.

Rights relating to automated decision making including profiling

Where we apply automated decision making, we must:

1. give you information about the processing;
2. introduce simple ways for you to request human intervention or challenge a decision;
3. carry out regular checks to make sure that our systems are working as intended

Information related to automated decision making is contained in this notice.

Right to withdraw consent

You have the right to withdraw your consent at any time if you no longer want us to process your personal data. After assessing your request, we will delete your personal data as requested.

However, the withdrawal of your consent means we are no longer able to provide our services to you. Please note that your withdrawal of consent does not affect the lawfulness of our processing activities up until that point. We may also not delete certain information if there are other overriding legal or legitimate grounds for us to continue processing it.

Right to erasure

You have the right to request us to erase your personal data when:

1. the information is no longer necessary for the purposes for which it was collected or processed;
2. you withdraw consent;
3. you object to the processing;
4. the information was unlawfully processed.

However, your data will not be erased if there are other overriding legal or legitimate grounds for the processing.

Right to rectification

You have the right to request us to rectify your personal data and/or complete your personal data which is incomplete

Retention of data

The Far Horizons retains personal information only for as long as required or for a period of ten (10) years from our point of last contact unless a longer retention period is required or permitted by law. We hold this information to support our legal and regulatory requirements. If you object to this retention, please contact us – details provided in the 'Contact' section.

Securing your information

The Far Horizons has achieved the Cyber Essentials accreditation.

Contact details

We recognize that you may have questions on how we process and/or store your data or may want to change either the data we hold on you or how we communicate with you in the future.

If you have given consent for processing, you are free to withdraw that consent. To let us know this is the case contact us using the email address below.

If you have any questions in respect of this notice, or would like to exercise your rights as a data subject (for example, to correct data or to exercise your right to access):

The Far Horizons, as data controller, can be contacted as follows:

Kimihurura,
Kigali - Rwanda
info@thefarhorizons.com

Our Data Protection Officer can be contacted as follows: The Data Protection Officer, info@thefarhorizons.com