

Lightline Pilgrimage's Data Protection Policy and your privacy

Lightline Pilgrimages Ltd respects and understands the importance of your privacy and we are totally committed to safeguarding your personal information. To enable us to provide you with our services we must collect some personal information from you and this policy outlines how we use your personal data after it has been collected.

Information we may collect

We may collect all or some of the following information relating to you or other members of your party booking:

The names and contact/address details including telephone number and email address;

Debit card or other payment details (including card number, cardholder name, expiry date);

Passport details; special requirements such as those relating to any disability or medical condition which may affect the chosen arrangements; dietary restrictions (which cannot always be provided).

The person making the booking is responsible for ensuring that other members of their party are aware of the content of this Policy and agree and consent to your acting on their behalf in all your dealings with Lightline Pilgrimages Ltd. Some of the information we collect (state of health or disabilities etc) may be considered "sensitive personal data" under the Data Protection Act 2018. We collect it to cater to your needs or act in your best interest, and we are only prepared to accept sensitive personal data from you on the condition that we have your positive consent.

We only collect the information from your signed booking form and "the questionnaire" to help us make your pilgrimage or tour as comfortable as possible.

We operate an "opt in" policy for newsletter and email of special offers this can be cancelled at any time.

Occasions may arise when we have to disclose your information where required by law, where such a request is made by a government or legal authority.

We may also disclose information to Airlines or to other organisations that perform business functions on our behalf, some of whom are outside the UK/EEA. These functions include administration, providing services (and contacting you as and when necessary), customer care and operational reasons,

If you have opted in we may from time to time contact you with information about special offers, brochures, new products, forthcoming events or competitions. If you do not wish to receive such information, you may ask us in writing not to receive it

What can I do?

If you do not agree to our use of the information as set out above, you should inform us as soon as possible by writing to us at Lightline Pilgrimages Ltd, Unit 10, Coopersale Hall Farm, Epping, CM16 7PE

In accordance with the Data Protection Act 2018, you may ask us in writing for a copy of the information we hold about you and to correct any inaccuracies in your information. We aim to respond to you within 21 days from the date of request.

You can also choose not to provide us with some of the information we request, however as a result we may not be able to complete your arrangements.

Please do not hesitate to contact us if you should have any question about our data protection policy.