

Privacy Notice of Kerala Moments

Introduction and background

The purpose of this policy is to outline how Kerala Moments has established measures to protect your privacy and information rights.

Your rights

We recognise that you have rights as a 'data subject', and that we have an obligation to uphold these.

This privacy notice aims to outline how we maintain these rights. In particular, it outlines:

- How we collect and process your information
- Why we do this
- How you can exercise your rights;
- Who to contact in the event you're unhappy with our performance.

Depending on why we have collected your information, your information rights could include:

Right	Explanation
Right to be informed	This encompasses the obligation for us to be transparent in how we collect and use your personal data.
Right of access	You have the right to access your personal data and supplementary information.
Right to rectification	If the information we hold on you is inaccurate or incomplete, you can request we correct this.
Right to erasure	You can request we delete or remove personal data where there is no compelling reason us to continue processing
Right to restrict processing	You have the right to request we cease processing your data, if: <ul style="list-style-type: none">• You consider it inaccurate or incomplete;• Where you object to processing and we are considering whether we still have a legitimate interest to process it.• Where we don't need the data for the original reason we collected it, but may need it to support a legal claim
Right to data portability	<ul style="list-style-type: none">• Where you have consented to our processing your data, or where the processing is necessary for us to deliver a contract, you can request a copy of that data be provided 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: <ul style="list-style-type: none">• direct marketing (including profiling); and• processing for purposes of scientific/historical research and statistics
Rights relating to automated decision making including profiling	Where we apply automated decision making, we must <ul style="list-style-type: none">• give you information about the processing;• introduce simple ways for you to request human intervention or challenge a decision;• carry out regular checks to make sure that our systems are working as intended <p>Information related to automated decision making is contained later in this notice.</p>

Information we collect

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

Information we collect	Why we collect this	How we process this	Transfer of Data and overseas*
The information we collect are: contact details, travel insurance details and flight information. *Credit / debit card details are only required for those wishing to use this payment method.	The company will collect your personal data and will process it for the purposes of securing tour bookings and the legal basis we rely upon to offer these services to you are: <ul style="list-style-type: none">• Consent• Legitimate interest• Legal obligation• Contractual obligation	Your information is processed by Kerala Moments to secure a tour booking via our Indian agency, to protect your payment via TTA and for company HMRC purposes.	Data is transferred to TTA (The Travel Trust Association) in order to supply you with a booking guarantee (payment protection). Names and flight information only are supplied to our agency overseas in order to meet you upon arrival and transfer you to the airport for departure.

Retention of data

Kerala Moments retains information for six years from our point of last contact. 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

Kerala Moments applies technical and organisational security measures in line with industry good practices through Readycrest Ltd.

For secure online payments Kerala Moments uses Worldpay and obtains an annual PCI DSS compliance certificate to ensure we comply with secure procedures.

For more information on our security measures regarding your personal data please contact us.

Contact details

We recognise 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 please email us on keralainfo@keralamoments.com

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):

- Kerala Moments as data controller, can be contacted as follows: keralainfo@keralamoments.com
- **Pamela Angley** can be contacted as follows keralainfo@keralamoments.com

If you are unhappy that we have responded to your query adequately, or if you have a further complaint, The Information Commissioner's Office can be contacted on <https://ico.org.uk/global/contact-us/>