Privacy Policy

Effective date: 3 November 2026 (updated version; supersedes the version dated 28 September 2026)

At **CHECKMY-TRAVEL LTD**, we respect your privacy and are committed to protecting your personal data. This Privacy Policy explains how we collect, use, store and protect personal data when you visit our website, contact us, apply for a trade account, or when our business clients (tour operators and travel agencies) use our B2B wholesale travel and destination management services.

Data Controller

CHECKMY-TRAVEL LTD

Company number: **17486103** Registered in England and Wales

Registered Office: Initial Business Centre, Unit 7 Wilsons Business Park, Manchester, M40 8WN, United Kingdom

Email: info@checkmy-travel.com · Telephone: +44 7311 842110

Our Role

Independent controller. We are the controller of personal data we process for our own purposes: website visitors, enquiries, trade account applications and contacts at our business clients and suppliers, and traveller data we use to arrange, supply and administer the services we provide, communicate with suppliers, and keep accounting, legal and regulatory records.

Our clients' role. Our clients (tour operators and travel agencies) are the controllers of the personal data of their own customers and travellers. They decide what traveller data to share with us and are responsible for informing their travellers about it.

Processor. Where we process personal data solely on a client's documented instructions and for the client's own purposes, we act as that client's processor under the data processing schedule in our B2B Wholesale Framework Agreement.

If you are a traveller, please also read the privacy notice of the tour operator or travel agency with which you booked.

Information We Collect

Depending on how you interact with CHECKMY-TRAVEL LTD, we may collect the following categories of personal data:

Contact and business information

- Name and surname
- Business email address
- Telephone number
- Company or organisation name
- Job title or role
- Trade account application details (including company registration, tax and licence details and electronic signature)
- Business correspondence and enquiry details

Travel and booking information

Where necessary to arrange travel services, we may process:

- Traveller names
- Passport or identity document details (only where genuinely required)
- Date of birth or age
- Travel dates and destinations
- Booking, accommodation and rooming information
- Transport and activity requirements
- Dietary requirements
- Accessibility or mobility requirements
- Other information necessary to arrange the requested travel services

Communication and transaction information

- Emails and other correspondence with us
- Booking and quotation information
- Invoice and payment-related information

- Information required for accounting, legal or contractual purposes

We do not normally collect or store full payment card details ourselves. Where payments are made through third-party payment providers, payment information may be processed directly by those providers in accordance with their own privacy policies and security requirements.

Technical information

When you use our website, we may collect technical information such as:

- IP address
- Browser type and version
- Device information
- Website usage information
- Cookie and similar technology information

Information received from third parties

We receive most traveller data from our business clients (tour operators and travel agencies), and some information from suppliers and business partners. For example, a travel agency may provide us with traveller information so that we can arrange accommodation, transport, attractions, meals or other travel services.

Special Category Data and Children

Health, dietary and accessibility information. Dietary requirements, allergies, medical needs and accessibility or mobility information may reveal health data or religious beliefs, which are special category data under UK GDPR Article 9. We process such data only where strictly necessary to provide the services safely, share it only with the suppliers who need it, and rely on the explicit consent of the traveller (or a parent or guardian) obtained by our client, or, where applicable, on the protection of vital interests or the establishment, exercise or defence of legal claims.

Our clients are responsible for obtaining any consent required and for sharing only the minimum data necessary.

Children's data. Group bookings may include children. We process children's data only as needed to arrange the booked services, rely on our clients to obtain any parental or guardian consent required, and apply additional care to its security and minimisation.

Our website and services are not directed at children and we do not knowingly collect children's data directly from them.

How We Use Your Information

We may use personal data to:

- Respond to enquiries and requests from tour operators, travel agencies and other business contacts
- Process trade account applications and verify a client's registration, licence and insolvency protection
- Prepare quotations and proposals

- Arrange accommodation, transport, restaurants, attractions, guides and other travel services
- Coordinate group travel arrangements with suppliers and local partners
- Process and manage bookings
- Communicate about bookings, changes, cancellations and operational matters
- Issue quotations, invoices, confirmations and other business documents
- Manage payments and accounting records
- Meet legal, regulatory and contractual obligations
- Maintain the security and functionality of our website and systems
- Improve our services and website
- Send marketing communications where permitted by law and, where required, with your consent
- Prevent fraud, misuse and other unlawful activity
- Establish, exercise or defend legal claims where necessary

Legal Basis for Processing

Depending on the circumstances, we rely on one or more of the following lawful bases under UK GDPR Article 6:

Contract – where processing is necessary to perform our contract with a business client or to take steps at its request before entering into a contract.

Legitimate interests – where processing is necessary for our legitimate business interests, provided these do not override your rights and freedoms. This includes processing the data of client and supplier contacts and of travellers to arrange the services booked by our clients, managing business relationships, verifying clients, maintaining website security and protecting our business.

Legal obligation – where processing is necessary to comply with legal, accounting, tax, regulatory or other statutory requirements.

Consent – where we are required to obtain consent, for example for certain marketing communications or non-essential cookies.

For special category data we additionally rely on an Article 9 condition, as described under "Special Category Data and Children".

You may withdraw consent at any time where processing is based on consent. Withdrawal of consent does not affect the lawfulness of processing carried out before consent was withdrawn.

Sharing Your Information

We do not sell or rent personal data.

Where necessary to provide our services, we may share relevant personal data with:

- Hotels and accommodation providers
- Coach and transport companies

- Other transport providers
- Restaurants and catering providers
- Attractions, venues and activity providers
- Local guides and destination partners
- The tour operators and travel agencies involved in the booking
- IT, hosting, website and communication service providers (including our website platform provider)
- Payment service providers
- Professional advisers, insurers and other service providers where necessary
- Government bodies, regulators, law enforcement agencies or other authorities where required by law

We only share information that is reasonably necessary for the relevant purpose.

Where another organisation processes personal data on our behalf, we put in place contractual terms required by applicable data protection law.

International Data Transfers

Because we provide travel and destination management services, personal data may be transferred to or accessed from countries outside the United Kingdom, for example where hotels, transport providers, attractions, guides or other suppliers are located abroad.

Where a transfer is subject to UK data protection requirements, we rely on UK adequacy regulations (which currently cover, among others, the countries of the European Economic Area) or, where no adequacy regulation applies, on appropriate safeguards such as the UK International Data Transfer Agreement or the UK Addendum to the EU Standard Contractual Clauses, or on a legal exception such as a transfer necessary for the performance of a contract.

Further information about relevant safeguards may be requested by contacting us at info@checkmy-travel.com.

Data Security

We take appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or misuse. Payment details may be processed by third-party payment providers that apply appropriate security measures. We restrict access to personal data to people and organisations who have a legitimate need to access it.

Retention

We keep personal data only for as long as reasonably necessary for the purposes for which it was collected. As a guide:

- **Accounting and transaction records** (invoices, payments): 6 years from the end of the financial year to which they relate.
- **Booking files and traveller data**: up to 6 years after the end of the travel, to deal with complaints and legal claims.

- **Special category data** (health, dietary, accessibility) **and passport details**: deleted or anonymised within 3 months after the end of the travel, unless needed for an open complaint or claim.
- **Signed agreements and trade account applications**: for the duration of the relationship and 6 years after it ends.
- **Enquiries that do not lead to a booking**: up to 2 years after the last contact.
- **Marketing preferences**: until you unsubscribe or withdraw consent.

Where a longer period is required by law or to establish or defend legal claims, we retain the information for that period. When personal data is no longer required, we will securely delete it or anonymise it.

Your Data Protection Rights

Subject to applicable law and the circumstances of the processing, you may have the right to:

- Request access to personal data we hold about you
- Request correction of inaccurate or incomplete information
- Request deletion of your personal data
- Request restriction of processing
- Object to certain processing, including processing based on legitimate interests and direct marketing
- Withdraw consent where processing is based on consent
- Request data portability where applicable
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise your rights, please contact: info@checkmy-travel.com

Where we act as a processor for a client, we will forward your request to that client and assist it in responding.

We may need to verify your identity before responding to a request. We will respond to valid requests within one month, which may be extended where permitted by law.

Cookies

Our website uses cookies and similar technologies that are necessary for the operation, security and basic functionality of the website.

Essential cookies – are used where necessary to enable the website to function properly, provide requested functionality, maintain security and support the technical operation of the website. These cookies do not require consent where they are strictly necessary for the service requested by the visitor.

Non-essential cookies – based on our current website configuration, we do not use non-essential analytics, advertising or marketing cookies that require consent. If this changes in the future, we will update this Privacy Policy and, where required by law, provide an appropriate cookie consent mechanism before using non-essential cookies.

	Managing cookies – you can also manage or delete cookies through your browser settings. Please note that disabling essential cookies may affect the functionality of the website.
Third-Party Links	Our website may contain links to third-party websites. We are not responsible for their privacy practices or content.
Supervisory Authority	The Information Commissioner's Office (ICO) is the UK's independent supervisory authority responsible for upholding information rights and data protection. If you have concerns about how we process your personal data, we would appreciate the chance to address them first, but you have the right to complain to the ICO at any time. **Information Commissioner's Office (ICO)** Website: https://ico.org.uk/make-a-complaint/ Telephone: 0303 123 1113
Changes to This Privacy Policy	We may update this Privacy Policy from time to time to reflect changes in our services, legal requirements or how we process personal data. Any updated version will be published on this page together with the revised effective date.
Contact Us	If you have any questions about this Privacy Policy or how we process your personal data, please contact: **CHECKMY-TRAVEL LTD** Company number: 17486103 Registered in England and Wales Initial Business Centre Unit 7 Wilsons Business Park Manchester M40 8WN United Kingdom Email: info@checkmy-travel.com Telephone: +44 7311 842110 © Checkmy-Travel 2026 – All rights reserved.