



Off Road & Overland Adventures Ltd Privacy Policy

Our contact details

Name: Jon Roberts
Address: 3 Gibson Row, Aylesbury, Bucks, HP19 7BB
Phone Number: 07788 781904
E-mail: offroadandoverland@gmail.com

The type of personal information we collect

We currently collect and process the following information:

- Name and contact details (e.g. postal and email addresses, telephone number)
- Identity details (e.g. passport copy)
- Vehicle Details (e.g. make, model and registration number)
- Medical details (e.g. allergies or illnesses, dietary requirements)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To complete your booking, provide you with the products and services that you have ordered, for customer service, administrative purposes or as otherwise necessary to perform the contract between you and us.
- To check that your vehicle is suitable for the trip booked.
- To check that you are able to cope with the locations visited on trips (e.g. heat, altitude, etc.)
- To give you access to trip information, via various channels such as SMS, messenger services like WhatsApp, Facebook messenger, or email.
- To meet applicable legal, regulatory and compliance requirements.

We use the information that you have given us in order to build and tailor trips to your ability or check you are able to complete a trip without issue.

We will share some of this information with some 3rd party providers in the connection with the delivery of products and services and the operation of our business. For example: to enable pre-booking for accommodation and events within trips.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Jon Roberts via the email at the start of this document.

(b) We have a contractual obligation.

(c) We have a legal obligation.

How we store your personal information

Your information is securely stored.

We will only keep Personal data for as long as necessary for the purposes for which it has been collected or in accordance with time limits stipulated by law and market practice.

We will keep limited parts of your personal data which are necessary for marketing purposes until you withdraw your consent, but in no event longer than 10 years after your last completed service or delivery of product.

Any sensitive data collected, such as Passport and Medical details, will be treated securely and only used for the purposes of providing the services and products that you have ordered. It will be deleted within 6 months following the completion date of services to be provided.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at details provided on the first page of this policy if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at offroadandoverland@gmail.com or by post:
3 Gibson Row, Aylesbury, Bucks, HP19 7BB

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>