



Privacy Policy

Information Abacus Mountain Guides Ltd. (we) holds about other people:

All of the information we receive from you on our booking forms is held securely and within EU data protection regulations. We will use your information only with your consent and in connection with your booking. You are free to withdraw your consent at any time but if you do so then we may need to cancel your booking.

Access to your information – you have the right to request a copy of the personal information that we hold about you.

Correcting your information – we want to make sure that your personal information is accurate, complete and up to date. Therefore, you may ask us to correct any personal information about you that you believe does not meet these standards.

Deletion of your information – you have the right to ask us to delete personal information about you where:

- you think that we no longer need to hold the information for the purposes for which it was originally obtained
- we are using that information with your consent but you have now withdrawn your consent
- you have a genuine objection to our use of your personal information
- our use of your personal information is contrary to law or other legal obligations

Objecting to how we may use your information – you have the right at any time to tell us to stop using your personal information for direct marketing purposes. If you do so, we will only use your information to provide you with updates on your booking.

Restricting how we may use your information – in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is applied it will mean that we may only use the relevant personal information with your consent or for legal claims.

Please contact us if you wish to exercise any of these rights.



We will share your personal information with the guide/leader/coach who will be looking after you on the day(s) of your booking.

Withdrawing consent to use your information – where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.

We do not make use of automated decision-making processes or profiling.

All data which we hold is held within the EU.

If you are unhappy about how we have handled your personal information we would like you to raise this with us directly in the first instance. However, you also have the right to lodge a complaint with the Information Commissioner's Office, who can be contacted by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. By phone on 0303 123 1113 (local rate) or 01625 545 745. Visit their website for more information at <https://ico.org.uk/concerns>

Mike Pescod

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