



Far Frontiers Expeditions
Mandel House, Guggle Lane
Northleach GL54 3HB
01451 861484
www.farfrontiers.co.uk

Far Frontiers Expeditions Privacy Policy (May 2018)

Being transparent, and providing accessible information to individuals about how Far Frontiers Expeditions (FFE) will use your personal data, are key elements of the Data Protection Act 1998 (DPA) and the EU General Data Protection Regulation 25 May 2018 (GDPR). We use this Privacy Policy to highlight how we deal with your personal data gathered through any channels and in relation to all dealings with FFE. If you represent others in your dealings with FFE you must ensure that they are aware of the content of our Privacy Policy and consent to your acting on their behalf.

We process personal information to enable us to provide travel and related products and services, manage our staff, deal with our suppliers, operate, safeguard and optimize our business and to compete effectively.

We will collect and process your information for the purposes set out in this document and in our registration reference ZA289787 with the Office of the Information Commissioner (ICO). We will update your information whenever we can to keep it current, accurate and complete. We may revise our Privacy Policy from time to time.

Far Frontiers Expeditions is a data controller as defined by the GDPR 2018.

If you have any questions please contact Jan Short either by email jan@farfrontiers.co.uk or by post at the address at the foot of this document.

INFORMATION REQUIRED FOR EXPEDITION TRAVELLING

Collection of Your Personal Information

By personal information we mean a combination of information (including sensitive personal data) such as your name, contact details, travel preferences and special needs/health details/dietary requirements that you supply us or is supplied to us, including your social preferences, interests and activities and any information about other persons you represent (such as those on your booking).

Your information is collected when you request information from us, contact us (and vice versa), make a booking, use our website, link to or from our website, connect with us via social media and any other engagement we or our business partners have with you.

We will update your information whenever we can to keep it current, accurate and complete.

Non Sensitive Personal Information

Please note that personal information given to us by you may be used for the purposes of administration & service, research and analysis, social media, marketing, planning, delivering, supporting and reviewing your Far Frontiers Expedition.

Sensitive Personal Information

Sensitive personal data such as health details will be used for the purposes of planning, delivering, supporting and reviewing your Far Frontiers Expedition.

Photographs

We may use photographs taken during the expedition for marketing purposes, for example on our Twitter or Facebook accounts or on our website www.farfrontiers.co.uk. These may have been sent or otherwise given to us by a participant, teacher or leader on the expedition and / or our ground partners and/or received via a photograph competition. These photographs may include images of yourself and/or your child. By entering one of our

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competitions, or otherwise sending us an image, you agree to our use of that image in future marketing such as website and/or written material such as a brochure. If you object to the use of these images in this way please let us know as soon as possible, preferably at time of booking.

Controlling your Personal Information

In order to book an expedition then personal information, including sensitive personal information such as health details, will be shared with relevant bodies such as our Incident Management Company 'Pharos Response', In Country Partners, Company Doctor, Parent/Guardians, relevant Airlines, your Travel Insurers, your School and our Far Frontiers Expeditions Leader. Where your expedition is outside the European Economic Area (EEA), then your information will be shared outside the EEA. In all cases we take reasonable steps to ensure that your data is treated and stored securely.

If you do not agree to our use of your information in the ways described in this Privacy Policy and within our Booking Conditions, then we cannot do business or engage with you or accept any booking from you. This is because we would be unable to provide your safe and enjoyable expedition overseas without sharing your data in this way.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at our address shown top right of this document. We will promptly correct any information found to be incorrect.

We will not sell, distribute or lease your personal information to third parties unless we are required by law to do so.

Sending Information to Us

Please note that when you choose to send personal information, such as booking forms or medical management forms, to us electronically, the information may not be secure and such information can be maliciously intercepted. If you are concerned about this then alternatively you can send your personal information by post to the address below.

(A) Before your School Expedition is Launched

We may ask for some information from you to include names and contact details of persons attending a Parent Pupil Presentation (PPP) where we present details of the proposed expedition. We collect this information to gauge the expected size of the meeting and hence enable us to prepare sufficient documentation. We may also use your contact details to send a reminder on the day of the presentation and a follow up email the day after the expedition.

You provide these details by entering information on our SSL secured website.

We ask for the following information at this stage:

1. Parent Guardian First Name, Last Name
2. Participant First Name, Last Name
3. Year Group
4. Email address

There are tick boxes to confirm attendance or to request more information. This information is only used for this purpose and is deleted from our website as soon as practicable but generally within 3 months of the PPP.

(B) At the time of Expedition Booking

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In order to book onto one of our expeditions you are required to fill out a booking form, giving full personal details and signing up that you have read, agree and accept our booking conditions. We need this information to enable us to administer the expedition.

On our booking form we collect the following information:

- Participant personal details including Gender, Name, Full Passport Details, Participant dietary restrictions and pre-existing medical conditions. This information is used as detailed above, to plan, deliver, support and review your expedition.
- Participant pre-existing medical conditions. We use the information (sometimes in conjunction with expedition readiness details) to review from a health and safety perspective whether an expedition is suitable for a particular participant, and if necessary to request more information from you.
- Participant expedition readiness details may be used as part of the review of participant suitability for a particular expedition. This information includes previous expedition experience, weight, height, shoe size, T-shirt size and whether you can swim 25 yards unaided. Height and weight give us your BMI which can be used to assess whether the participant is within healthy weight guidelines as given by the NHS calculator <https://www.nhs.uk/Tools/Pages/Healthyweightcalculator.aspx>. Some expeditions allow access to deep water. Shoe size and height may be needed to match equipment for specific expeditions, such as mountain biking or Nordic skiing. We provide free T-shirts for each expedition, so T-shirt size is simply so we know which size to allocate to you.
- Parent/Guardian and Next of Kin contact details including Name, Relationship to Participant, Home or Work telephone, emergency 24hr telephone number, home address and email address. These details will be used to contact Parent/Guardians of minors aged under 18 years for the purposes of planning the expedition, and the Next of Kin details for emergency use while the expedition is overseas.

Pre-existing Medical Conditions (School Expedition Participants only)

If you indicate on your booking form that you have a pre-existing medical condition, we may require further information on your condition to allow us to make a fair assessment on whether the expedition is suitable for you. We will send you a Form which contains medical information including the name and contact details of your G.P., a full description of your medical condition and any medication you are taking together with any specific information relating to each drug (e.g. frequency, amount, storage requirements). We will share the contents of this form with our Company Doctor who will assist us in making the assessment. We may also ask for a separate letter from your G.P. confirming that you are fit enough to travel on the expedition as given.

On signing our booking form you are accepting our reasonable use of this personal data. If you object to this reasonable use of your data, please let us know. However you should be aware that withholding any of the information above will mean that the participant is unlikely to be allowed to travel, and in this case you will need to withdraw and cancel his/her place as detailed here and under our standard booking conditions.

See our current booking conditions which are shown on our website www.farfrontiers.co.uk

Data Retention Period

- **Children**

We will remove electronic data when it is no longer needed for the purpose of your expedition. However we will retain a child's printed booking form & any medical management form & related information until at least their 21st birthday plus 3 years. On average this means that we keep it for around 6-8 years from the date of travel.

This data is stored solely in case of future enquiries from yourself or your legal representative, as per the Package Tour Regulations 1992.

- **Adults**

We will remove electronic data when it is no longer needed for the purpose of your expedition. However we will retain your printed booking form & any medical management form & related information for at least 3 years from the data of travel. This data is stored solely in case of future enquiries from yourself or your legal representative, as per the Package Tour Regulations 1992.

In addition we will retain some electronic information regarding the School Expedition itself.

Post Expedition

We may ask you to fill out an anonymous post expedition review questionnaire which will be used to improve our expeditions going forward. If you would like a personal reply please let us have your contact details at the time, which will then be used only to discuss your questionnaire with you with the aim of improving our service.

EXPEDITION MARKETING

School Marketing

If you are a school contact and would like to see our marketing policy for teachers and other stakeholders (e.g. Senior Management Team, educational visits co-ordinators) within secondary schools in the UK please ask to see our separate Legitimate Interest Assessment regarding our e-marketing to schools.

Most UK secondary-age Schools run a School Expedition for their students, and some Schools run a great many, ranging from sports tours and skiing trips through to treks to Everest Base Camp. Far Frontiers Expeditions runs a small number of the expeditions that might be required by a School, we cover Adventurous Expeditions Abroad, including The Duke of Edinburgh's Award expeditions. The market is dominated by a small number of multi-national companies. We believe it is in the School's interest that they are aware of the range of expedition providers in the UK.

If you do not wish to continue receiving emails please use the unsubscribe button on emails, or by contacting us directly. If you have any concerns in this area please let Jan Short know at the address below.

We do not market our school expeditions directly to students or their parents.

Adult Trip Marketing

If you are an adult (over 18 years of age) and have been in touch with us in the past we may ask you if we can use your contact details to contact you with information relating to future expeditions which may be of interest to you. If you agree to this, you can still request us to stop contacting you for this purpose at any time, either by using the unsubscribe button on emails or by contacting us directly. If you have any concerns in this area please let Jan Short know at the address below.

Access to Information

If you would like to see which information we hold on you please write to:

Jan Short
Far Frontiers Expeditions
Mandel House
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We will aim to provide this information to you within one month of our acknowledgement of receipt of your request.

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