



Privacy Policy

Who we are:

Unique Devon Tours and Unique Cornwall Tours (hereinafter referred UDT & UCT), organises fascinating and entertaining holidays for small groups in the beautiful and picturesque south west region of England.

Introduction

Please read this privacy policy carefully as it sets out how UDT & UCT use the personal information we hold about you, which we have collected at different points during our communications. For example, when you browse our websites, subscribe to our newsletter or contact us regarding booking a holiday tour.

If you have any questions about this policy please contact us via email at info@uniquedevontours.co.uk

We may change this privacy policy from time to time by updating this page. You should check this page periodically to ensure you are happy with any changes.

Websites

When using our websites, certain information is collected about your computer, such as which browser you are using, your network location, type of connection, and your IP address. This is done through cookies.

We also use the third party application Google Analytics to monitor visitor behaviour on the website which also uses cookies as above.

For any YouTube videos on our website, YouTube uses cookies to track your usage of the video, how long you watch it for, your location and IP address.

No cookie information gathered by UDT & UCT is shared with any third party providers or used in marketing in any way.

Please note the level of information gathered via cookies is not intrusive as it is only used to determine if the website works correctly and to help us improve the functionality. It is important to state that cookies will not be used to gather any personally identifiable information such as name, email address, physical address, phone number etc.

Where a visitor volunteers such information through forms on the website, it is stored separately and securely on private servers within the European Union and in accordance with GDPR.



Why we collect the data

UDT & UCT collect personal information for four main reasons –

1. To provide an enhanced and personalised experience to our guests
2. To ensure we cater for the needs of our guests
 - Due to the nature of the tours we offer, we will request that you provide any relevant medical information that we need to be aware of, such as mobility issues etc.
3. To help monitor, promote and improve the services we offer.
4. Where we have permission, to contact you regarding information on UDT & UCT.

What do we do with the data?

We will use data such as your email address to communicate with you regarding the details of your tour and payment requests, and any relevant medical information you provide to ensure we can adequately cater for your requirements.

We may on occasions use your data to contact you so that you are kept up to date with information and news regarding UDT & UCT. We take the issue of people's personal data very seriously and stress that it will not be used to send out excessive marketing communications.

We do not share your personal information with any external organisation unless you have given us express consent to do so, such as pre-booking hotel accommodation etc.

Contacting us regarding your information?

If you decide at any time that you wish to no longer receive communications from UDT & UCT, please email us on info@devonuniquetours.co.uk . We will respond within 72 hours and confirm your request.

If you wish to request details of the personal information that we hold about you please email us on info@devonuniquetours.co.uk . We will respond within 72 hours and, subject to necessary security checks, will provide you with the required information.

If your details change, or if you think any information we have about you is wrong or incomplete, please email us on info@devonuniquetours.co.uk and inform us of the relevant amendments. We will respond within 72 hours and confirm the information has been amended.

Security

The security of your personal information is very important to us. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. Whilst we strive to use commercially acceptable means to protect your data you must remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure.