

PRIVACY POLICY

Our Privacy Policy

This privacy policy explains when and why we collect personal information; how we use it, keep it secure and in what circumstances we may share it with other organisations.

Your rights, your information and how we use it

Tour du Velo is committed to protecting your personal information.

Our Privacy Policy contains important information about what personal details we collect; what we do with that information; who we may share it with and why; and your choices and rights when it comes to the personal information you have given us.

We may need to make changes to our Privacy Policy; so please check our website for updates from time to time. If there are important changes such as changes to where your personal data will be processed; we will contact you to let you know.

This version of our Privacy Policy was last updated **May 25 2018**.

Who we are

Tour du Velo is a cycle events company based in the UK. We run bespoke cycle events in the UK and Europe, for charities, businesses and individuals.

How to contact us

If you have any questions about our Privacy Policy or the information we collect or use about you, please contact:

Tour du Velo
5 Milton Road
Bishopston
BRISTOL
BS7 8SJ

Email: info@tourduvelo.com

Information we collect and use

Information about you that we collect and use includes:

- Information about who you are e.g. your name, address and contact details
- Information about your contact with us e.g. meetings, phone calls, emails / letters
- Information that is automatically collected e.g. via cookies when you visit one of our websites

This information will only be collected and used where it is required for the provision of our services or to comply with our legal obligations

What we collect and use your information for

We take your privacy seriously and we will only ever collect and use information which is personal to you where it is necessary, fair and lawful to do so. We will collect and use personal information in order to:

- carry out our obligations arising from any agreement entered into by you and us, for the provision of Tour du Velo's services
- seek your views or comments on the services we provide
- notify you of changes to our services
- inform our future service development to ensure that these are fully accessible

and, if you have agreed, send you details of upcoming events, news and information

Who we may share your information with

We may share your information with third parties for the reasons outlined in 'What we collect and use your information for'

These third parties include:

- Hotel and transport operators engaged in connection with our events
- Law enforcement agencies for the prevention and detection of crime

We will never sell your details to someone else. Whenever we share your personal information, we will do so in line with our obligations to keep your information safe and secure.

Where we collect your information

We may collect your personal information directly from you, from a variety of sources, including:

- an application form for an event or service
- phone conversations with us
- emails or letters you send to us
- participating in research surveys to help us understand you better and improve our products and services
- our online services such as websites and social media

Where your information is processed

Your information is only ever processed within the UK and European Economic Area (EEA).

How long we hold your information

We will hold your personal information on our systems for as long as you are registered for one of our events. However, for monitoring purposes this will extend to the end of the financial year after the end date of the relevant event.

We review our retention periods for personal information on a regular basis in line with legislation and best practice.

Who has access to your information?

Access to your information will be for Tour du Velo's purposes only. Your information may be visible to any Tour du Velo staff member for the purposes of providing you with a service, or information that you have requested.

Marketing

Tour du Velo do not undertake unsolicited marketing and will not sell, rent or otherwise share your information with third parties for marketing purposes.

We will provide information about our services, legislation changes, initiatives and events via email, social media and our website.

Should you no longer wish to receive such information at any point simply let us know and we will ensure you are removed from our mailing list. Either email on info@tourduvelo.com or telephone on +44 7852 493794.

Your individual rights

You have several rights in relation to how Tour du Velo uses your information. They are:

Right to be informed

You have a right to receive clear and easy to understand information on what personal information we have, why and who we share it with – we do this in our Privacy Policy

Right of access

You have the right of access to your personal information. If you wish to receive a copy of the personal information we hold on you, you may make a data subject access request (DSAR).

Right to request that your personal information be rectified

If your personal information is inaccurate or incomplete, you can request that it is corrected.

Right to request erasure

You can ask for your information to be deleted or removed if there is not a compelling reason for Tour du Velo to continue to have it.

Right to restrict processing

You can ask that we block or suppress the processing of your personal information for certain reasons. This means that we are still permitted to keep your information – but only to ensure we don't use it in the future for those reasons you have restricted.

Right to data portability

You can ask for a copy of your personal information for your own purposes to use across different services. In certain circumstances, you may move, copy or transfer the personal information we hold to another company in a safe and secure way. For example, if you were moving your pension to another pension provider.

Right to object

You can object to Tour du Velo processing your personal information where: it's based on our legitimate interests (including profiling); for direct marketing (including profiling); and if we were using it for scientific/historical research and statistics.

Rights related to automatic decision making including profiling

You have the right to ask Tour du Velo to:

- give you information about its processing of your personal information
- request human intervention or challenge a decision where processing is done solely by automated processes

How to make a complaint

We will always strive to collect, use and safeguard your personal information in line with data protection laws. If you do not believe we have handled your information as set out in our Privacy Policy, please get in touch using the contact details at the top of this Privacy Notice and we will do our utmost to make things right.

However if you are unhappy with our response or you would like to report your concerns to the Information Commission Office direct then a link is available on their website <https://ico.org.uk/> or call them on **0303 123 1113**

Profiling

Tour du Velo does not analyse your personal information for profiling purposes.

Cookies

'Cookies' are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit www.aboutcookies.org or www.allaboutcookies.org

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as expected.