

PRIVACY POLICY

In accordance with the General Data Protection Regulation (GDPR) 2018

When you use our website www.spanishstar.org we have the ability to collect:

- your email address and details of your query when you email us directly
- your Internet Protocol (IP) address, and details of which version of web browser you used
- information on how you use the site, using cookies and page tagging techniques

This data can be viewed by authorised people at Spanish Star, and by our website manager, to:

- respond to your enquiry
- improve the site by monitoring how you use it
- gather feedback to improve our services
- respond to any feedback you send us, if you've asked us to
- send email alerts to users who request them
- provide you with information about our services if you want it

Data retention

We keep the personal data of Spanish Star customers indefinitely, both for continuity and to note personal preferences. Please write to us if you want this data to be erased.

Keeping your data secure

Sending information over the internet is generally not completely secure, and we can't guarantee the security of your data while it's in transit. Any data you send is at your own risk.

We have procedures and security features in place to keep your data secure once we receive it.

Disclosing your information

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements, Spanish Star need to use the information that you provide such as name, date of birth, any special needs or dietary requirement, etc.

We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, suppliers of accommodation, restaurants, etc. The information may also be provided to authorities such as HM Customs & Immigration if required by them or as the law requires.

Your Data Controller is Michael Chapman at Spanish Star.

We will not share your information with any other organisations for marketing or other commercial purposes.

Cookies

Like most websites, there are cookies on our website which allow us to tailor our web content more effectively and gather information on how the site is used.

Cookies are small files of letters and numbers that are sent to your device by a website you visit and are stored in your web browser. They allow a website to anonymously track a user on the website (by using a random tracking ID).

Our website manager has access to analytics to monitor our website's performance, should we request it. This can include information about what pages you visit, how long you are on the site, how you got there and what you click on. This data does not include personally identifiable information.

We may then use the information we collect to make changes or improvements to our website.

Acceptance of cookies

By using our website, you agree that we can place these types of cookies on your device. However, you can block them in your browser if you wish (see below).

Controlling cookies

You can control the use and placing of any cookies on your device through the settings you select on your internet browser. You can block or erase cookies from your device if you want to. The Help function within your browser will tell you how and you can also learn more about managing cookies from AllAboutCookies.org or Aboutcookies.org.uk

It is important to be aware that many websites are reliant on the use of cookies and may not work correctly if you set your browser not to accept cookies. However, blocking cookies should not affect your browsing experience with Spanish Star.

Your rights

You can find out what information we hold about you, ask us to change data which is not correct, and ask us not to use any of the information we collect. Please use one of the contact methods below.

Links to other websites

www.spanishstar.org contains links to other websites.

This privacy policy only applies to spanishstar.org, and does not cover other websites to which we link. If you go to one of these sites from ours, please read their privacy policy to find out what they do with your information.

You can contact us

Via email:

spanishstartrips@aol.com or info@spanishstar.org

Via post:

Calle Jardí, 3, Vilanova i La Geltru, 08800 Barcelona, Spain

Or by phone: 07919 343362

Thank you for your interest in Spanish Star.