

PRIVACY STATEMENT

1.1 This privacy statement sets out the basis on which personal data which we, Travelbag Limited trading as Netflights Holidays, collect from you, or that you provide to us, will be used by us. Please read the following information carefully. References in this Privacy Statement to "we", "us", "our" and "ourselves" are references to Netflights Holidays.

1.2 We take the privacy of our customers seriously. This Privacy Statement explains what personally identifiable information ("Personal Information") is collected about you and what we do with that information. We are committed to protecting the privacy of your personal information.

1.3 By registering as a user of the netflights.com website or otherwise submitting your Personal Information via the website, you consent to your information being passed to us by netflights.com for the purposes and by the means set out in the Privacy Statement.

1.4 As required by the UK Data Protection Act 1998, we follow strict security procedures in the storage and disclosure of information that you have given us, to prevent unauthorised access. Our security procedures mean that we may occasionally request proof of identity before we are able to disclose sensitive information to you. We absolutely retain the right to refuse any booking made via our contact centre.

HOW WE USE YOUR PERSONAL DETAILS

In order to process your booking, we need to collect certain personal details from you. These details will include, where applicable, the names and contact details of party members, credit/ debit card or other payment details and special requirements such as those relating to any disability or medical condition which may affect your chosen holiday arrangements and any dietary restrictions.

We need to pass on your personal details to the companies and organisations who need to know them so that your holiday can be provided (for example your airline, hotel, other supplier, credit/debit card company or bank). Such companies and organisations may be outside the European Union, Norway, Iceland or Liechtenstein if your holiday is to take place or involves suppliers outside these countries.

We would also like to store and use your personal details for marketing purposes (for example, to send you a brochure or details of a promotion (including by email)). We will retain all details you give us in connection with your booking but we will use only names and contact details for marketing purposes.

Occasionally we hire other companies to provide services on our behalf, for example emailing or mailing information to our customers. We only provide those companies with the personal details relating to our clients which they require in order to carry out such mailings.

Occasionally, we may sell or pass our customers' names and contact details to other organisations who offer goods or services which we feel may interest you.

We will ensure that anyone to whom we pass your details for these reasons agrees to treat them with the same level of protection we are obliged to provide.

We may need to disclose our customer database, including any personal data relating to you contained therein, to a third party who acquires or attempts to acquire all or substantially all of the assets or stocks in our company or our website service whether by merger, acquisition, reorganisation or otherwise.

We have appropriate security measures in place to protect this information.

Unless you agree otherwise and except where expressly permitted by the Data Protection Act, we will only deal with the personal details you give us as set out above. If you do not want us to do any or all of these

things, please let us know. We are entitled to assume you do not object to our doing any of the things mentioned in this statement unless you tell us otherwise in writing.

You are generally entitled to ask us (by letter or e-mail) what details of yours are being held or processed, for what purpose and to whom they may be or have been disclosed. We will charge a fee to respond to such a request. We promise to respond to your request within 40 days of receiving your written request and fee. In certain limited circumstances we are entitled to refuse your request.

If you believe that any of your personal details which we are processing are inaccurate or incorrect please contact us immediately.

Netflights Holidays
Glendale House,
Glendale Business Park,
Sandycroft,
Nr Chester,
CH5 2DL.

CHANGING YOUR PERSONAL INFORMATION

If you believe that we are storing details relating to you and that these are incorrect or you wish to change or remove them, please contact us on 0871 222 4004 Costs 13p/min + network extras or alternatively write to us at the address below and we will correct them as soon as possible:-

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Glendale Business Park,
Sandycroft,
Nr Chester,
CH5 2DL.

ANY FUTURE CHANGES TO OUR PRIVACY POLICY

If we decide to change our Privacy Policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it and under what circumstances we disclose it. Finally, we advise that you should always check the terms and conditions relating to this website.