

## **PRIVACY & COOKIE POLICY**

### **Privacy Statement**

This privacy policy sets out how Independent Travel Experts uses and protects any information that you give Fabulicious Travels/Independent Travel Experts when you use this website.

Independent Travel Experts is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Independent Travel Experts may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1st December 2011.

#### **What we collect**

We may collect the following information:

name and job title

contact information including email address

demographic information such as postcode, preferences, and interests

other information relevant to customer surveys and/or offers

#### **What we do with the information we gather**

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

Internal record keeping.

We may use the information to improve our products and services.

We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.

From time to time, we may also use your information to contact you for market research purposes.

We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

#### **Security**

We are committed to ensuring that your information is secure. 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 online.

#### **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes

if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [info@fabulicioustravels.com](mailto:info@fabulicioustravels.com)

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to The Travel Network Group, 2 Crown Square, Woking, Surrey GU21 6HR.

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 the above address. We will promptly correct any information found to be incorrect.

## **Cookie Statement**

### **Introduction**

We only use cookies on our website if you decide to make one of our branches your local branch. Promotional emails which include a link to your local store will also set a short-term cookie which will temporarily set the branch as your local branch, so that the branch contact details are shown on the website. We also set a cookie if you dismiss the cookie disclaimer banner at the top of the website page. None of these cookies collect any personal information.-

By accessing and using our website, you are agreeing to the terms of this statement. Please do read this cookie statement and our privacy statement carefully so you know what we are doing with your information.

This cookie statement was last updated on 1 December 2012. -

### **What are cookies?**

Cookies are small files of letters and numbers. These files are either stored in the memory of your computer or other devices such as mobile phones or tablet devices (these cookies are generally known as session cookies) or are placed on the hard drive of your device (generally known as persistent cookies).

Cookies are created when you visit a website or other service that uses cookies. Cookies are commonly used to help the user's browsing experience and provide more information about the user's experience and interests. This information is generally used to make content, services and advertising more relevant and useful during future visits.

For more details about cookies and details of how to delete and disable cookies, you can visit [www.aboutcookies.org](http://www.aboutcookies.org) and also see our section on more information and turning cookies off below.

### **How does Independent Travel Experts use cookies?**

Our website only uses cookies to identify your local branch, or to determine whether you have dismissed the cookie disclaimer banner at the top of the website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our website.

What cookies are on the Independent Travel Experts website?-

The Independent Travel Experts website- only uses functional cookies.

#### Functional cookies

Functional cookies relate to the functionality of our website and allow us to improve the service we offer to you through our websites. The Independent Travel Experts website sets a functional cookie, which is used to store your local branch if you choose to do so. The cookie only stores the identification number of our branch. It does not store any information about you or how you use the internet. Promotional emails may include a link to your local branch. This link will also set a short-term functional cookie which is used to store the identification number of the local branch for the duration of your browser session. One further functional cookie is set which is used to determine when you have dismissed the cookie disclaimer bar at the top of the page.

Where can I find more information about cookies, and how do I turn cookies off or delete cookies?

You can find out more about cookies including how to disable/enable and delete them by visiting [www.aboutcookies.org](http://www.aboutcookies.org).

You can block most cookies (except for Flash cookies) by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may experience reduced functionality when accessing certain services. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies as soon you visit our website.

You can opt-out of receiving cookies from a range of ad servers (including, among others, Doubleclick, Videology, AudienceScience, Flashtalking and Microsoft) by visiting [www.youronlinechoices.com](http://www.youronlinechoices.com) and following the instructions provided. Please note that the Independent Travel Experts website does not use any ad servers.

Generally, you can't delete Flash cookies (also known as local shared objects) with browser controls, but Adobe's website at [www.adobe.com](http://www.adobe.com) provides information on how to delete or disable Flash cookies. Click here for details. Please note that if you disable Flash cookies, you will not be able to play some content on some websites. Please note that the Independent Travel Experts website does not set any Flash cookies.

If you want to delete cookies from the browser on your mobile phone, you will need to refer to your handset manual.

#### Contact us

You can email us with any questions, queries or complaints at [info@fabulicioustravels.com](mailto:info@fabulicioustravels.com)

Unless you have adjusted your browser settings (where possible) to refuse cookies, our system will issue cookies as soon you visit our website.