

## **AlphaCyrus Limited**

### **Contact Details:**

Registered Office: Unit 4A, Kirklea Farm, Church Lane, Badgworth, Axbridge, Somerset BS26 2QH  
VAT No: 900 4345 68    Company Registration No: 6028792

## **Privacy Policy**

### **Introduction**

We AlphaCyrus Limited, known as Alpha Painting Holidays, operate [www.alphapaintingholidays.com](http://www.alphapaintingholidays.com) (the "Site"). This page informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from users of the Site or by corresponding with us by mail, phone or email.

### **What Personal Information We Collect**

We collect the following personal information; name, address, phone number and email, when you register online or request a brochure or information about our holidays. If you book a holiday we require you to complete a Booking Form which requests further personal information.

### **Why and How We Collect Personal Information**

Your name, address, phone number and email details are collected by us to communicate with you regarding our future holidays. This can be via the written form, post, email or online. We send you details of our holidays by post or email and periodical newsletters. If you book a holiday we require you to complete a Booking Form. This is either completed online or by filling in the Form and sending to us by post. This further personal information is required for the purposes of providing you with your requests and needs on the holiday. The emergency contact details are required for us to contact someone in the event of an emergency which arises whilst you are on holiday with us.

### **Sharing Data and Third Parties**

If you book a holiday with us and have a specific request regarding a dietary or mobility issue only your name and the issue is passed to the hotel. This is so that they can book you in the correct room and your dietary needs are taken into account for the comfort of your holiday. We do not pass on any other data to any third parties at all.

### **Security**

We will always ensure that your personal information is kept secure at all times as this is of upmost importance to us. Our everyday accounts package and holiday booking software have been written by us and are held on our equipment, therefore are not available to anyone else. We have also written our own website and if you book online we collect personal information and this is stored on an online booking system also written by us and is stored on our ISP's server (1&1) and any payment made on the website is via a third party secure payment gateway (PayPal). The personal information that they collect will be covered under their own privacy policy and we therefore do not store any payment details such as bank account numbers or card details.

Here are the links to their individual policies:

1&1 - <https://www.1and1.co.uk/terms-gtc/terms-privacy/?linkId=ft.nav.privacypolicy>

PayPal - [https://www.paypal.com/uk/webapps/mpp/ua/privacy-full?locale.x=en\\_GB](https://www.paypal.com/uk/webapps/mpp/ua/privacy-full?locale.x=en_GB)

### **Data Retention**

We are legally required to retain sales records for 7 years according to taxation laws.

## **Access, Correction and Deletion of Information**

You have the right to request the information that we hold on you. You can do this by contacting us at [joinus@alphapaintingholidays.com](mailto:joinus@alphapaintingholidays.com). We will ensure that you are provided with a copy of the data that we hold about you. In order to comply with your request we may ask you to verify your identity. If you believe that the information we have about you is incorrect you are welcome to contact us so we can update it and keep your data accurate. If at any point you wish your data to be deleted please contact us and this will be done or you can unsubscribe by clicking on the link on newsletter emails that we send to you.

## **Changes to this Privacy Policy**

This Privacy Policy is effective from May 2018 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page. We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of our services after we post any modifications to the Privacy Policy on this page will constitute your acknowledgement of the modifications and your consent to abide and be bound by the modified Privacy Policy.