

UK GDPR and Data Protection Policy

Version 1.3 October 2026

Education Destination Ltd. is a tour operator that specialises in the provision of bespoke, curriculum-relevant school trips in the UK.

We assist schools and groups with planning and booking visits to activity providers and assist with transport and accommodation bookings. We do not provide these services directly.

We also offer schools a wide selection of pre-prepared teaching resources that relate directly to their chosen activities.

This policy sets out the basis on which any personal data we collect from clients and enquirers, or that they provide to us, will be processed by us. It also sets out their rights and our obligations under the UK General Data Protection Regulations (GDPR) and the Data Protection Act 2018 (DPA).

For the purpose of the UK GDPR and DPA, Education Destination Ltd is the Data Controller in respect of the management of client and enquirer data, and Data Processor in respect of passenger details provided by client institutions under their instructions.

Information We Collect and Process

We may collect and process the following categories of information:

Category of Information	Source and Purpose	Legal Basis for Processing (UK GDPR)
Website Usage Data	Information use of our website, including pages viewed and resources accessed. Purpose: To improve our website and marketing.	Legitimate Interests (to monitor and improve our services).
Contact and Quotation Data	Information provided voluntarily by you when requesting a quotation, registering for benefits, or communicating with us	Contract (to take steps to enter into or perform a contract with you).



**Education
Destination**



www.educationdestination.uk
info@educationdestination.uk

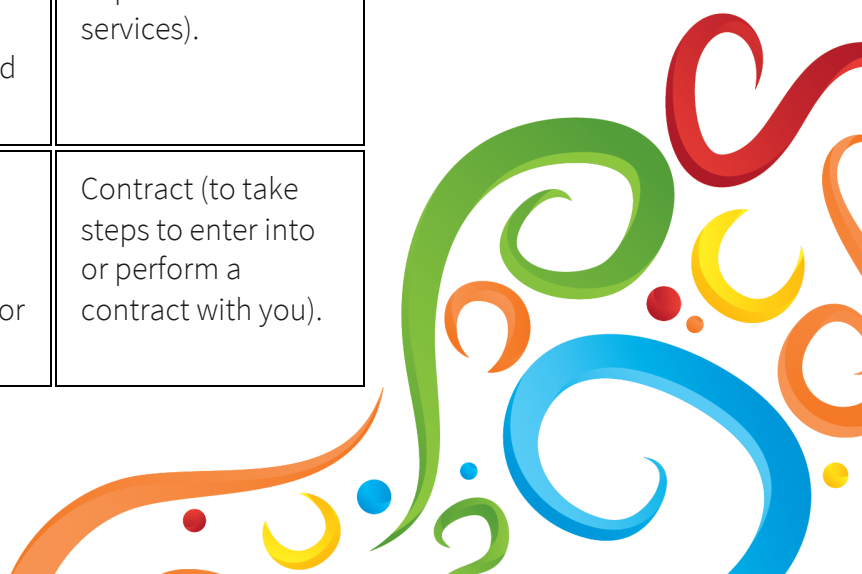
t: 01983 216220



Unit 1 Pritchett's Way
Rookley, Isle of Wight PO38 3LT

Registered in England & Wales,
company number 09028634

VAT registration no. 201 8378 28



Category of Information	Source and Purpose	Legal Basis for Processing (UK GDPR)
	(e.g., name, email, phone number). Purpose: To provide our services and communicate effectively.	
Trip Facilitation Data	Anonymised details of trip participants (e.g., partial names, unique code, specific requirements) shared by the group leader to facilitate bookings. Purpose: To successfully book and execute the trip.	Contract (to perform the contract for the provision of the trip).
Safeguarding Data	Necessary record-keeping as required by our Safeguarding and Child Protection Policy. Purpose: To comply with legal and safeguarding obligations.	Legal Obligation (to comply with legal requirements) and Substantial Public Interest (i.e. safeguarding of children and individuals at risk)



**Education
Destination**



www.educationdestination.uk
info@educationdestination.uk

t: 01983 216220



Unit 1 Pritchett's Way
 Rookley, Isle of Wight PO38 3LT

Registered in England & Wales,
 company number 09028634

VAT registration no. 201 8378 28

How We Use Your Information

We use the information that we collect from clients and enquirers to be able to provide our services. Specifically, this includes:

1. Providing Services: To fulfil our contractual obligations, such as processing a quotation or managing a trip booking.
2. Service Improvement: To monitor and improve our website and service offerings.
3. Communication: To respond to enquiries and communicate essential trip information.
4. Legal Compliance: To maintain records as required by law, including safeguarding.



Disclosing and Sharing Personal Data

We will not disclose personal information to any third party except in accordance with this Policy and in the following circumstances:

- Third-Party Providers: Most of the services we offer are provided by third parties (e.g., travel, accommodation, and entry to visitor attractions). By providing details, clients authorise the necessary sharing of data strictly as necessary to perform the contract or in the client's legitimate interests to deliver the booking.
- Business Transfer: If we sell our business, in which case client details will be provided to the buyer as part of the transferred assets.
- Legal Requirement: Where we are required by law or court order to disclose personal information.
- Fraud Prevention: To further fraud protection and reduce the risk of fraud.

Storage and Security of Personal Data

Electronic Storage and International Transfers

Our primary website server and business systems are based in the United Kingdom.

- In the normal course of operating our business, it may be necessary to transfer and process data that we collect from clients and enquirers to locations outside the United Kingdom (UK) or the European Economic Area (EEA) (for example, if a third-party activity provider's data centre is overseas).
- Any such transfer will only take place where we have established the necessary safeguards to ensure that data is treated securely and in accordance with the UK GDPR, such as through the International Data Transfer Agreement (IDTA) or the UK Addendum to the EU Standard Contractual Clauses (SCCs).
- By providing personal data to us, clients and enquirers acknowledge and agree to this transfer, storing, and processing, provided the appropriate safeguards are in place.



**Education
Destination**



www.educationdestination.uk
info@educationdestination.uk

t: 01983 216220



Unit 1 Pritchett's Way
Rookley, Isle of Wight PO38 3LT

Registered in England & Wales,
company number 09028634

VAT registration no. 201 8378 28



Physical Storage

Our Standard Operating Procedures do not require the routine storing of Personal Details in a physical format.

- The potential exception is for records pertaining to investigations under our Safeguarding and Child Protection Policy.
- In this case, any physical records will be kept confidential and stored securely at our Head Office, separate from personnel files, and managed in line with the UK GDPR and DPA requirements.

Data Retention Periods

Education Destination Ltd will not retain personal data for longer than is necessary for the purposes for which the data were collected, or as required by applicable law or regulation.

The criteria used to determine our retention periods include:

- The purpose for which the data was collected and the continued need for that data to fulfil that purpose
- Any legal or regulatory obligations that require us to retain the data for a specific period
- The existence of any ongoing or potential legal claims or disputes where the data may be relevant

Once the appropriate retention period expires, personal data will be securely deleted or anonymised so that it can no longer be used to identify individuals.

Examples of common data retention periods include:

- Quotation requests and sales enquiries: Indefinitely
- Booking contracts, financial transactions and VAT records: as per statutory obligations (typically 7 years)
- Passenger data (except Trip Leader): Deleted immediately on conclusion of a trip

Website Cookies Policy

"Cookies" are small text files which are stored on your computer or device. They are used, for example, to remember options that you have taken when browsing the site to save re-entering data multiple times.

- Functionality: Our website uses cookies that are essential for the website to function efficiently and provide a good user



**Education
Destination**



www.educationdestination.uk
info@educationdestination.uk

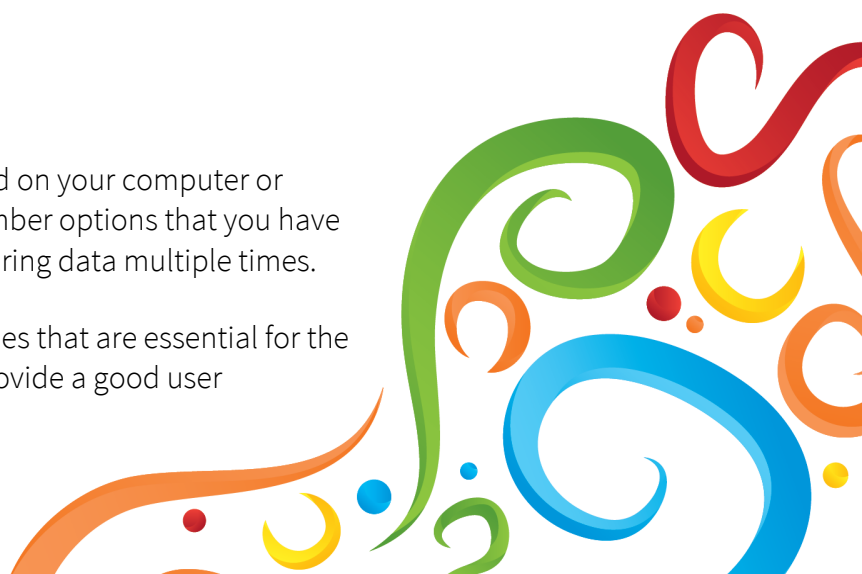
t: 01983 216220



Unit 1 Pritchett's Way
Rookley, Isle of Wight PO38 3LT

Registered in England & Wales,
company number 09028634

VAT registration no. 201 8378 28



experience. They do not contain any personally identifiable information.

- **Consent:** When you first visit our site, you will be presented with a cookie banner allowing you to manage your preferences and consent to the use of non-essential cookies.
- **Management:** If you do not agree with our use of non-essential cookies, you can decline them via the cookie banner or manage/disable cookies through your web browser settings. There are many online tutorials available showing how to achieve these tasks based on your specific hardware and software.

Website Third-Party Links

We may include links to third parties on our website. Where we provide a link, it does not mean that we endorse or approve that site's policy towards visitor privacy. You should review their separate privacy policy before sending them any personal data.

Your Data Subject Rights (UK GDPR)

Under the UK GDPR, you have the following rights regarding the personal data we hold about you:

1. **Right of Access (Subject Access Request - SAR):** You have the right to request a copy of the information we hold about you. We do not charge an administration fee for handling a Subject Access Request, though we reserve the right to charge a reasonable fee or refuse the request if it is manifestly unfounded or excessive.
2. **Right to Rectification:** You have the right to have inaccurate personal data corrected.
3. **Right to Erasure (The right to be forgotten):** You have the right to request that we delete your personal data, subject to certain exceptions (e.g., we must keep records required by law).
4. **Right to Restrict Processing:** You have the right to limit the way we use your data.
5. **Right to Data Portability:** You have the right to receive your personal data in a structured, commonly used, and machine-readable format.
6. **Right to Object:** You have the right to object to processing based on legitimate interests or direct marketing.
7. **Rights Related to Automated Decision-Making and Profiling:** You have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal or similarly significant effects concerning you. Education



**Education
Destination**



www.educationdestination.uk
info@educationdestination.uk

t: 01983 216220



Unit 1 Pritchett's Way
Rookley, Isle of Wight PO38 3LT

Registered in England & Wales,
company number 09028634

VAT registration no. 201 8378 28



Destination Ltd does not make any decisions based solely on automated processing or profiling.

To exercise any of these rights, please contact the Nominated Data Protection Lead using the details below.

Contact Details and Complaints

If you have any questions about this policy or wish to exercise your rights, please contact our Nominated Data Protection Lead.

Data Subject Access Requests (SARs) and rectification requests will be responded to within one calendar month of receipt.

Nominated Data Protection Lead

Name: Martin Harris

Role: IT Director

Phone: 01983 216220

Email: martin.harris@educationdestination.co.uk

Making a Complaint

If you are unhappy with the way we have processed your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

- ICO Contact Details: <https://www.ico.org.uk/make-a-complaint/>



**Education
Destination**



www.educationdestination.uk
info@educationdestination.uk

t: 01983 216220



Unit 1 Pritchett's Way
Rookley, Isle of Wight PO38 3LT

Registered in England & Wales,
company number 09028634

VAT registration no. 201 8378 28

