

# Generated privacy notice - general business

## RoamTrip Ltd customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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## Contact details

Email

karlgreen\_exec\_19381@roamtrip.net

## What information we collect, use, and why

We collect or use the following information to **provide services and goods:**

- Names and contact details
- Date of birth
- Purchase or account history
- Payment details (handled by Stripe)

- Account information
- Website user information (including user journeys and cookie tracking)
- Photographs or video recordings
- Identification documents (regarding the 'Connect' feature)
- Information relating to compliments or complaints

We collect or use the following information to **prevent, detect, investigate or prosecute crimes**:

- Names and contact information
- Customer or client accounts and records

We collect or use the following information for **service updates or marketing purposes**:

- Marketing preferences
- Location data
- Website and app user journey information

We collect or use the following information for **research or archiving purposes**:

- Location data
- Purchase or viewing history
- Website and app user journey information
- Personal information used for administration of research
- Personal information used for the purpose of research
- Records of consent, where appropriate

We also collect or use the following information for **research or archiving purposes**:

- Racial or ethnic origin
- Political opinions
- Health information
- Sexual orientation information

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Account information
- Purchase or service history
- Relevant information from previous investigations
- Customer or client accounts and records
- Financial transaction information

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)

- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** - When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information to **prevent, detect, investigate or prosecute crimes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply,

except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **research or archiving purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

## Where we get personal information from

- Directly from you
- Third parties:
- Analytics data provided by Google Analytics

- General analytics collected by RoamTrip's own analytics service, such as general geographic data and a count of concurrent website usage.

## How long we keep information

General account information, such as your email, username, and messages will be stored indefinitely unless you decide to delete your account, in which case your general account information will be deleted as soon as your account is deleted. This is in order to ensure that RoamTrip can run effectively, as many of its services rely on self-inputted data.

In relation to the 'Connect' feature, any identification documents you have submitted will be deleted as soon as you are recorded as being ID-verified by the service. This will usually happen within the next two days from the period when you submit your identification documents.

## Who we share information with

Others we share personal information with

- Organisations we need to share information with for safeguarding reasons
- Relevant regulatory authorities
- Emergency services

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House

Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## Last updated

3 November 2024