



1. About Us

TravelTotz (“we”, “us”, “our”) is a UK-registered business located at:

5 Brayford Square, London, E1 OSG, United Kingdom Email: contact@traveltotz.co.uk

This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit www.traveltotz.co.uk or interact with us through sales, marketing, or events.

By using our website, you agree to the practices described in this policy.

2. Information We Collect

We collect personal information that you provide directly to us, including:

- Name
- Email address
- Phone number
- Billing and delivery address
- Payment details (processed securely by our payment providers)

We do **not** collect sensitive personal data.

If you choose to register using a social media account (e.g., Facebook), we may receive basic profile information from that platform.

3. How We Use Your Information

We process your information to:

- Create and manage your account
- Process and deliver your orders
- Respond to enquiries and provide customer support
- Send important service updates (e.g., order confirmations, policy changes)
- Improve our website and services
- Prevent fraud and ensure security
- Comply with legal obligations

We only process your data when we have a valid legal basis, such as:

- **Your consent**
- **Fulfilling a contract** (e.g., delivering your order)
- **Legal obligations**
- **Legitimate business interests**

4. Sharing Your Information

We only share your information when necessary, such as:

- Payment processors (e.g., PayPal)
- Delivery partners (e.g., Royal Mail, InPost)
- Website hosting provider (GoDaddy)
- Legal or regulatory authorities when required

We do **not** sell your personal information.

5. Social Media Logins

If you log in using a social media account, we receive limited profile information from that provider. We use this information only for account creation and login purposes.

Please review your social media platform’s privacy settings to control what information is shared.



6. Data Retention

We keep your information only for as long as necessary to:

- fulfil your orders
- comply with legal requirements
- resolve disputes
- maintain accurate business records

When your information is no longer needed, we securely delete or anonymise it.

7. Keeping Your Information Safe

We use appropriate technical and organisational measures to protect your data. However, no online system is 100% secure, so we cannot guarantee absolute protection.

You should only use our website in a secure environment.

8. Children's Privacy

We do not knowingly collect or process data from children under **18 years old**. If we learn that we have collected such data, we will delete it promptly.

9. Your Rights (UK & EU GDPR)

You have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of your data
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time
- Opt out of marketing emails

To exercise your rights, contact us at contact@traveltotz.co.uk.

You may also contact the **ICO (Information Commissioner's Office)** if you believe your data has been mishandled.

10. Marketing Preferences

You can unsubscribe from marketing emails at any time using the link in our emails or by contacting us directly.

We may still send essential service messages (e.g., order updates).

11. Do-Not-Track Signals

At this time, our website does not respond to Do-Not-Track browser settings.

12. Updates to This Policy

We may update this Privacy Policy from time to time. The latest version will always be available on our website.

13. Contact Us

For privacy questions or data requests:

TravelTotz – Data Protection Officer, 5 Brayford Square, London, E1 0SG, United Kingdom

Email: dpo@traveltotz.co.uk