



Introduction

This Privacy Notice (“Notice”) explains how Nerpa Travel Ltd (“we”, “us”, “our”), registered in England & Wales (Company No.12935185), processes your personal data when you:

- Book or inquire about a trip
- Visit our website or use our app
- Interact with our customer service
- Receive related travel services

We are committed to protecting your privacy and handling your information lawfully and transparently in accordance with the UK GDPR and UK Data Protection Act 2018. We may update this Notice, and any changes will be posted here.

1. What information we collect

When you book or enquire:

- Full name, contact details, date of birth, address
- Passport and travel visa info
- Payment details
- Emergency contacts, medical requirements, travel insurance

On our website or app:

- IP address, location data, device/browser information, cookies
- Search history, bookings, log data

During trips:

- Photos/videos where you are included (with consent for promotional use)

As a job applicant:

- CV details, contact info, eligibility to work information

2. How we use your information

- To manage bookings and travel arrangements
- To communicate trip updates, confirmations, emergency notices
- To verify identity, ensure safety and compliance with legal requirements
- To develop and improve our service offerings
- To send marketing communications (where consented or otherwise permitted)
- To comply with legal obligations and for internal administration

3. Who we share your data with

- With your consent, or as required to provide third-party services (e.g., airlines, hotels, transport)
- With payment processors, IT hosting providers, marketing partners
- With legal or immigration authorities when required
- In case of business restructuring or sale, with secure data transfer safeguards
- With insurance, visa, and regulatory authorities as needed

For transfers outside the UK (e.g., EU or other regions), we apply UK-approved safeguards such as Standard Contractual Clauses to ensure continued protection.

4. Your rights

Under UK GDPR, you have the right to:

- Access, correct, update or delete your data
- Port data to another provider
- Restrict or object to processing
- Withdraw marketing consent
- Lodge a complaint with the UK Information Commissioner's Office (ICO)

To exercise these rights, please contact us (details below).

5. Cookies & tracking

Our website uses cookies. Please see our separate Cookie Policy for details on types, purposes, and how to manage your preferences.

6. Security & retention

We implement appropriate technical and organisational measures to protect data. We retain personal data only as long as necessary for operational, legal, and safety purposes or as required by UK law.

7. Changes to this Notice

We may update this Notice. Any changes will be reflected by updating the "Last updated" date, and where significant, you'll be notified directly.

8. Contact us

Data Protection Contact

Nerpa Travel Ltd

49 Blackoak Road, Cardiff, CF23 6QU, UK

Email: hello@nerpatravel.co.uk

9. UK Representative

If you are located in the EU/EEA, we have appointed Thomas Weiser, based in the UK, as our UK GDPR representative under Article 27 (UK GDPR). Contact details available on request.