

Privacy Policy

TravelEnglish is committed to protecting your personal data. This Privacy Policy explains how we collect, use, and safeguard your personal information in compliance with the **General Data Protection Regulation (GDPR)**.

1. Who We Are

TravelEnglish SLNE. Av. Rosaleda 6, 3ºD, 29008 Málaga, Spain

Email: info@travelenglish.es

Phone: +34 952 000 166

TravelEnglish is the data controller responsible for processing your personal data.

2. What Personal Data We Collect

We collect the following types of personal data:

2.1 Information You Provide Directly:

- Full name, date of birth, and contact details (email address, phone number, address).
- Passport details, visa requirements, and travel preferences.
- Payment information (e.g., credit or debit card details).

2.2 Automatically Collected Information:

- IP address, browser type, operating system, and browsing activity on our website.
- Cookies and similar tracking technologies to enhance your user experience.

2.3 Third-Party Information:

- Data from service providers (e.g., airlines, hotels) related to your bookings.
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3. How We Use Your Personal Data

We use your data for the following purposes:

- **Processing Bookings:** To manage your travel arrangements (flights, accommodation, transport).
 - **Communication:** To provide updates about your bookings or respond to inquiries.
 - **Legal Compliance:** To meet legal obligations, such as immigration requirements or tax regulations.
 - **Marketing (With Consent):** To send promotional materials or special offers.
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4. Legal Basis for Processing

Under GDPR, we rely on the following legal bases to process your data:

- **Contractual Necessity:** To perform a contract (e.g., process bookings).
 - **Legal Obligation:** To comply with laws and regulations.
 - **Consent:** For marketing communications or non-essential data processing.
 - **Legitimate Interests:** For fraud prevention, service improvement, or business analytics.
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5. Sharing Your Personal Data

We may share your personal data in the following situations:

- **Service Providers:** With airlines, hotels, transport companies, and travel partners essential to your trip.
- **Legal Obligations:** With government authorities, customs, or immigration agencies as required.
- **IT and Marketing Services:** With trusted providers who help us manage our systems and campaigns.

All third-party processors are bound by confidentiality and data protection agreements.

6. International Data Transfers

If we transfer your personal data outside the European Economic Area (EEA), we ensure appropriate safeguards, such as:

- Standard Contractual Clauses approved by the European Commission.
- Binding Corporate Rules or other legally approved mechanisms.

7. Your Rights Under GDPR

You have the following rights regarding your personal data:

1. **Access:** Request a copy of the personal data we hold about you.
2. **Rectification:** Correct inaccurate or incomplete data.
3. **Erasure ("Right to Be Forgotten"):** Request deletion of your data when it is no longer needed.
4. **Restriction:** Request limited processing of your data.
5. **Data Portability:** Obtain and reuse your data across other services.
6. **Objection:** Object to processing for direct marketing or legitimate interests.
7. **Withdraw Consent:** At any time, where processing is based on consent.
8. **Lodge a Complaint:** With your local Data Protection Authority if you believe your rights are violated.

To exercise these rights, contact us at info@travelenglish.es

8. Data Retention

We retain your data only as long as necessary for the purposes described in this policy or to comply with legal requirements. Afterward, it is securely deleted or anonymized.

9. Cookies and Tracking

We use cookies on our website for:

- Essential website functionality.
- Analytics to improve services.
- Personalized marketing (with consent).

You can manage cookies through your browser settings or our cookie consent banner.

10. Data Security

We implement appropriate technical and organizational measures to protect your data against unauthorized access, alteration, disclosure, or loss.

11. Changes to This Policy

We may update this Privacy Policy periodically. Any changes will be posted on our website with the updated effective date.

12. Contact Us

If you have any questions, concerns, or requests regarding your data or this Privacy Policy, please contact us at:

TravelEnglish

Email: info@travelenglish.es

Phone: +34 952 000 166

Office address: Av. Rosaleda 6, 3ºD, 29008 Málaga, Spain

13. Supervisory Authority

If you believe your data rights have been infringed, you have the right to lodge a complaint with the **Data Protection Authority** in your country.

For more information, visit the [European Data Protection Board](http://www.edpb.europa.eu/edpb_en) (www.edpb.europa.eu/edpb_en)