

privacy policy

Last updated: 15/09/2025

Retreat Extras ("we", "our", "us") respects your privacy and is committed to protecting your personal data. This policy explains how we collect, use, and safeguard your information when you use our services.

1. Who we are

Retreat Extras is a partnership trading as Retreat Extras, based at G22, West Link House, Brentford, UK TW8 9DN. You can contact us at: info@retreatextras.com

2. What information we collect

We may collect the following personal information when you use our services:

- Name, email address, phone number, and address
- Travel details (e.g. arrival/departure times for transfers, preferences for concierge services)
- Payment details (processed securely by our payment provider – we do not store full card details)
- Purchase history and correspondence with us

3. How we use your information

We process your data for the following purposes:

- To provide the services and products you book with us
- To arrange third-party services (e.g. transfers) on your behalf
- To communicate with you about your booking or enquiry
- To improve our services and website
- To comply with legal or regulatory obligations

We only process your data where we have a lawful basis under UK GDPR, including contract performance, legal obligation, and legitimate interest.

4. Sharing your information

We may share your information with:

- Trusted third-party providers who deliver services (e.g. transfer companies), but only the data necessary to provide the service
- Payment processors to complete transactions
- Professional advisers and insurers if required
- Regulatory or legal authorities if we are required to do so

We do not sell your personal data to third parties.

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5. International transfers

If we transfer your data outside the UK/EEA (for example, to overseas service providers), we ensure appropriate safeguards are in place, such as standard contractual clauses or equivalent protections.

6. Data retention

We only keep your data for as long as necessary to provide our services and meet legal, accounting, or tax requirements. After this, data will be securely deleted or anonymised.

7. Your rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data (where legally permissible)
- Object to or restrict certain processing activities
- Request data portability to another service provider
- Withdraw consent at any time (where processing is based on consent)

To exercise your rights, contact us at info@retreatextras.com.

8. Security

We take appropriate technical and organisational measures to protect your personal data against loss, misuse, and unauthorised access.

9. Complaints

If you are unhappy with how we handle your data, please contact us first so we can resolve the issue. You also have the right to complain to the UK Information Commissioner's Office (ICO): www.ico.org.uk.

10. Updates to this policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website with the updated date.