



Privacy Policy

Last updated: 4th December 2025

1. Introduction

Scenic Rally Tours is owned and operated by Scenic Car Tours. Scenic Car Tours (a trading name of Albatross Motoring Limited) is committed to protecting your personal information and respecting your privacy. This Privacy Policy explains how we collect, use, disclose and safeguard your personal data when you interact with us as a customer, prospective customer, passenger or travel enquirer.

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Please read this Policy carefully. If you have any questions, contact us using the details in Section 3.

2. Scope of this Privacy Policy

This policy applies to all personal information we collect through our website, over the phone, by email, in person, through social media, or when providing travel and booking services.

We review this Policy regularly to ensure it remains accurate and transparent.

3. About Us

Scenic Car Tours / Scenic Rally Tours

Operated by: Albatross Motoring Limited

Company number: 9000671 (registered in England & Wales)

Registered office: 14 New Hythe Lane, Larkfield, Aylesford, Kent, ME20 6AB

Data Controller:

Albatross Motoring Limited determines the purposes and means of processing your personal data.

How to Contact Us:

Email: admin@sceniccartours.com

Phone: +44 (0)1732 879153

Address: 14 New Hythe Lane, Larkfield, Aylesford, Kent, ME20 6AB

4. What Personal Data We Collect

The type of information we collect depends on your interaction with us and may include:

A. Identity & Contact Information

- Name, title, address, email address, telephone number
- Date of birth
- Identification documents (if needed)

B. Travel & Booking Information

- Travel itinerary, destinations, dates and booking references
- Accommodation, meal and travel preferences
- Dietary needs or accessibility requirements
- Details of travel insurance or additional services
- Special assistance requests

C. Payment & Transaction Information

- Billing address and payment details
- Transaction records (amounts, dates, services purchased)

We do not retain full credit/debit card details after payment is processed.

D. Communications & Interactions

- Enquiries, feedback, complaints and correspondence
- Social media messages or engagement
- Information provided in surveys or reviews

E. Special Category Data (if applicable)

- Health information relevant to travel fitness or assistance
(This is collected only when necessary and handled with extra protection.)

If you provide information about someone else

You must have their permission. For anyone under 18, parental/guardian consent is required.

5. How We Use Your Information

We use your personal information for:

A. Booking & Contract Purposes

- Managing and fulfilling your travel booking
- Providing assistance, itinerary updates and travel documentation

B. Customer Service

- Handling enquiries, complaints, changes and support requests
- Sending service-related communications

c. Business Administration

- Record-keeping, accounting and operational management
- Notifying you of policy changes or updates

D. Marketing Communications

- Sending brochures, tour updates, offers, promotions and competitions
- Only where you have opted in or we can rely on legitimate interests lawfully
You can unsubscribe at any time.
Marketing emails are delivered via MailChimp.

E. Safety, Security & Legal Compliance

- Fraud prevention and security monitoring
- Responding to legal requests or obligations
- Protecting our rights or defending legal claims

F. Improving Our Services

- Analysing feedback and improving customer experience

6. Legal Bases for Processing

We process your personal data under one or more of the following lawful bases:

- Performance of a contract (e.g. managing your booking)
- Compliance with legal obligations
- Legitimate interests (e.g. service improvement, marketing you may expect)
- Your consent (e.g. marketing communications or special-category information)
- Vital interests (e.g. medical emergencies)
- Establishment or defence of legal claims

7. Sharing Your Personal Data

We may share your information with:

A. Travel Suppliers

Airlines, hotels, ferry companies, event providers and other suppliers needed to fulfil your booking. Some may be located outside the UK/EEA.

B. Group Companies

Scenic Car Tours is part of the Albatross Group of Companies, who support our IT and accounts operations.

C. Governmental & Regulatory Authorities

Border control, immigration services, HMRC, regulators or law enforcement — only where legally required.

D. Professional Advisors

Lawyers, auditors, accountants and technical consultants.

E. Business Successors

In the event of a business sale, merger or reorganisation.

All third parties are required to protect your personal information and process it only as instructed.

8. International Data Transfers

Where personal data is transferred outside the UK, we ensure that suitable safeguards are in place, such as:

- UK-approved Standard Contractual Clauses
- Adequacy regulations
- Contractual protections with suppliers

9. Data Security

We use a combination of technical and organisational measures to protect your personal data, including:

- Secure physical offices and systems
- Password protection, encryption and access restrictions
- PCI DSS-compliant payment processes
- Staff training on data protection and confidentiality
- "Need-to-know" access control

Your data is stored securely on:

- Albatross Group servers
- TopicPlus+ booking system (TAS Solutions, Essex)

10. Data Retention

We retain personal data only for as long as necessary to:

- Deliver the services you have booked
- Comply with legal or regulatory obligations
- Resolve disputes or enforce contracts
- Maintain accurate business and financial records

Examples include:

- Paper documents: securely destroyed unless legally required
- Digital records: archived or deleted according to our retention schedule
- Marketing opt-out records: held indefinitely to honour your preferences

11. Your Rights

You have the following rights under the UK GDPR:

- **Right to be informed**
- **Right of access** (request your data)
- **Right to rectification**
- **Right to erasure** (in certain cases)
- **Right to restrict processing**
- **Right to object** (including to marketing or legitimate interest processing)
- **Right to data portability**
- **Right to withdraw consent at any time**
- **Right to complain** to the Information Commissioner's Office (ICO)

To exercise any of these rights, contact us using the details in Section 3.

12. Complaints

We encourage you to contact us first so we can resolve any concerns. However, you may also complain directly to:

Information Commissioner's Office (ICO)

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
 Website: www.ico.org.uk

13. Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we will revise the "Last updated" date above. If changes materially affect how we handle your data, we will notify you.