Privacy & Data Protection Policy

Last updated: November 2026

Diamond Adventures is committed to protecting the privacy and security of the personal data we collect from schools, parents, guardians, and young people. This Privacy & Data Protection Policy outlines how we handle and process your information in compliance with the UK General Data Protection Regulation (UK GDPR).

1. Who We Are

Diamond Adventures is an educational tour operator based in the UK. We organise trips for schools, youth groups and community organisations.

Contact details:
Email: info@diamon-adventures.co.uk
Phone: 01983 666504
Website: www.diamond-adventures.co.uk
Address: Building 41, Newport Road, Cowes, Isle of Wight, PO31 8BX

2. What Data We Collect

- Names and contact details of teachers, parents, and group leaders
- Names, dates of birth, medical needs, and dietary requirements of students/participants
- Emergency contact information
- Travel documentation (e.g. passport details for overseas travel)
- Payment and invoicing information

3. How We Use Your Data

- To organise travel, accommodation, catering, and activities
- To ensure safety and wellbeing during trips
- To communicate trip details and updates
- To comply with legal obligations

4. Our Lawful Basis for Processing

We process personal data under the lawful bases of contract (providing our services), legal obligation (health and safety, safeguarding), and consent (e.g., photo permissions).

5. Data Sharing

We may share personal data with third-party providers such as transport companies, accommodation providers, and activity venues, only where necessary and with appropriate safeguards.

6. Data Retention

We retain personal data only as long as necessary for the purpose it was collected and in line with legal and insurance requirements. Typically, this is for 7 years after a trip.

7. Your Rights

Under UK GDPR, you have rights to access, rectify, erase, and restrict your personal data. You also have the right to object to processing and to data portability.

8. How We Keep Data Secure

We use secure systems and encrypted platforms to store and transmit personal data. Access is limited to authorised personnel only.

9. Complaints

If you are concerned about how we handle your data, you can contact us directly or raise a complaint with the Information Commissioner's Office (ICO): www.ico.org.uk

End of Policy