



Privacy

Here at EL we're a micro business. The whole operation is managed by the founder and owner Jessica Brooks. All information is kept securely and can only be accessed by Jess or one of her assistants (Emily Kingston in the UK and Oyuntuya Ganbaatar based in Ulaanbaatar).

We only ever use your data in a safe and responsible way - for your booking with us and for the newsletter. We don't sell on details. Or use them for marketing research. Or give them to third parties. Ever.

We will keep your information confidential except where disclosure is required or permitted by law (for example to government bodies or law enforcement agencies).

Information we collect and how we collect it

1. Personally identifiable information. We ask you for personal information when you book. We use this information to process your booking. When personally identifiable information is collected, you will know because you will have to fill out a booking form which we create through Google Forms.

2. Aggregate information. When you use our site, we may collect tracking information such as your browser type, the type of operating system you use, the domain name of your Internet service provider, and pages visited on the site. None of this information identifies you personally; we collect it for aggregate reporting on site activity.

Details of what we collect

Booking Form

- Name
- Title
- Date of birth
- Passport Details
- Contact information including email address and phone number
- Demographic information such as postcode
- Preferences and interests
- Health and dietary information for your safety and well being
- Next of Kin contact information

These details where needed are passed on only to my assistants and your actual team.

If you request to book onto one of the dog sledding options we offer then we may have to send on your details to the dog sledding company - as requested by them. But, you have the choice to do this directly with the dog sledding company.

Passport Copy

If required, we may ask for a copy of your passport - as an example, to secure domestic flights or for in-country visas.

Banking Details

We do not store any of your banking or credit/debit card information. If you opt to pay in GBP by credit or debit card, we process the transaction through a Worldpay virtual terminal. Your personal data is handled by Worldpay in accordance with applicable data protection law and in accordance with the information in their own privacy policy. Worldpay uses your email address and/or mobile telephone number to send payment confirmation.

How We Use Your Information

Eternal Landscapes Mongolia will use your personal information for a number of uses including, but not exclusively, for the following purposes:

- administrative processes: We may contact you for reasons related to the service you have requested e.g. extra information required for flight bookings or pre-trip paperwork required (insurance, indemnity forms etc.)
- in relation to the services we provide e.g. post trip feedback
- to keep you updated of special offers and general information via our e-newsletter. We may from time to time contact you with information on offers of goods and services, brochures, new products, forthcoming events or competitions. But only ever from us.

We only get in touch my email, by e-newsletter or by Whatsapp.

You receive the EL newsletter as you made an enquiry directly with EL or through one of the websites we advertise with. Alternatively, you booked an EL adventure. The newsletter has a clear easy to use unsubscribe button at the bottom of each newsletter. Only your email and first name is stored through Campaign Monitor - the vehicle we use for creating and sending newsletters.

We go through our newsletter subscriber list every six months and delete any unresponsive email addresses to keep the list active and updated.

How To Contact Us

If you don't want to receive any direct marketing from us, you can use the unsubscribe button on the newsletter or send an email to Jess. Once properly notified by you, we will take steps to stop using your information in this way. Alternatively, if you would like a copy of the information we hold about you (free of charge) please also email Jess.

Address: Eternal Landscapes Mongolia, 38 Exeter Road, Okehampton, Devon, UK. EX201NH Phone: + 44 7810 280 403.

Email: jess@eternal-landscapes.co.uk

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