

Ceasefire Ltd – Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

Contact details

1. Email: *info@cyprusuntold.com*

What information we collect, use, and why

2. We collect or use the following information to *provide services and goods, including delivery*:
 - a. Names and contact details.
 - b. Postal Addresses.
 - c. Identification documents.

Lawful bases

3. Our lawful bases for collecting or using personal information to *provide services and goods* are:
 - a. Consent.
 - b. Contract.

Where we get personal information from

4. People directly.

How long we keep information

5. We retain information for 12-months and then destroy all data held.

Who we share information with

6. Data Processors.
 - a. Wix.com Ltd. This data processor collects personal information through digital customer forms and stores customer submitted data for Ceasefire Ltd.
7. Data Controllers.
 - a. Ceasefire Ltd may be required to share information with 3rd party data controllers such as hotels, insurance companies, and the United Nations where applicable and reasonable in connection to arranging guided tours in Cyprus.

Your data protection rights

8. Under data protection law, you have rights including:
 - a. **Your right of access** - You have the right to ask us for copies of your personal data.
 - b. **Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
 - c. **Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.
 - d. **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.
 - e. **Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.
 - f. **Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.
 - g. **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.
9. You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.
10. To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

11. If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.
12. If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO: <https://www.ico.org.uk/make-a-complaint>

Last updated

8 July 2024