

WEBSITE PRIVACY POLICY

Intertek Checkpoint is an auditing company working within the travel and tourism sector. Our role is to audit accommodation, transport and excursions offered by tour operators from a customer safety perspective.



In our day-to-day activities we collect very limited personal data. In the main part, we collect contact information so that we can make contact with a supplier to arrange the audit and report back on who accompanied our auditor whilst conducting the audit.

Our audits can be bought by other customers and so this information is passed on.

One of the principal reasons why customers use our services is so that they can demonstrate due diligence should something go wrong. To do this they need to demonstrate an audit trail and so the limited contact information that we have is important for this purpose.

We do not use this contact information for direct marketing purposes.

What is personal data?

“personal data” means any information relating to an identified or identifiable natural person (“data subject”); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”.

The data that we collect is about the property and does not pertain to the contact. It does not fall within the definition of “personal data”

How we process personal data?

Clients

We hold contact details for our clients that we use for business purposes

Target lists

Customers send us a list of audit targets together with contact details. Some might be generic e.g., info@ but some will be personal emails

Self-Assessments

This is an audit completed on our system by a Supplier. It will contain the contact details of the person completing the audit and will be seen by any other party who has access to that audit.

Physical Audit

This is an audit completed by our Auditor who will record the name of the person from the Hotel who accompanied the audit and their contact details.

Defect resolution

Suppliers are encouraged to log on to our system to update us on defect resolution. The system will record who logged on and when as well as maintain an audit trail of any actions carried out. Any customer with access to the audit would be able to view this information

Lawful basis for processing

There are different lawful basis for processing but at Intertek Checkpoint we rely on the following basis:

Legitimate interests

“the processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual’s personal data which overrides those legitimate interests. As our audit business cannot operate and cannot provide an adequate audit trail without the inclusion of contact information, we would maintain that our lawful basis for processing is Legitimate Interest.

Limitation

How long do we keep contact information for? We keep contact information until we receive new information to delete or replace it.


Subject Access requests

You can ask us for a copy of your contact information by emailing:

claire.mckinney@intertek.com

Please put “Subject Access Request” in the subject field of your email and we will supply the data free of charge and within 1 month.

FOR MORE INFORMATION

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