

# QUEST & HORIZON

## SUPPORTED TRAVEL & CARE COORDINATION PRIVACY POLICY

### 1. Introduction

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Quest & Horizon respects your privacy and is committed to protecting your personal data in accordance with UK data protection laws, including the UK GDPR.

### 2. Information We Collect

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We may collect:

- Name, email address, phone number
- Travel preferences and enquiry details
- Support or care-related information (only when voluntarily provided)
- Communication records

We only collect information necessary to provide our services.

### 3. How We Use Your Information

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Your information may be used to:

- Respond to enquiries
- Coordinate supported travel services
- Communicate booking details
- Improve our services

We do not sell or rent personal data to third parties.

### 4. Sharing of Information

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Personal data may be shared only with:

- Accommodation partners
- Licensed care providers
- Payment processors

This is done solely for service delivery purposes.

## **5. Data Security**

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We take appropriate technical and organisational measures to protect personal data against unauthorised access, loss, or misuse.

## **6. Data Retention**

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We retain personal data only for as long as necessary to fulfil our services or comply with legal obligations.

## **7. Your Rights**

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You have the right to:

- Access your personal data
- Request correction or deletion
- Withdraw consent at any time
- Lodge a complaint with the UK Information Commissioner's Office (ICO)

## **8. Cookies**

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Our website may use cookies to improve user experience. Cookie preferences can be managed through your browser settings.

## **9. Changes to This Policy**

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We may update this Privacy Policy from time to time. The latest version will always be available on our website.

## 10. Contact

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For privacy-related enquiries, please contact us via our official website.