

The Shell Travel Club Privacy Policy

We take your privacy very seriously. The sections below make up our privacy policy. It sets out the rules we follow regarding how we use any personal information we collect about you and your rights to access the personal information we hold about you.

Any changes we make to our privacy policy in the future will be posted on this page.

If you have any concerns or questions about our privacy policy or your personal information, please contact us at membership@shelltravelclub.com

This section describes how and when we may collect your personal information.

‘Personal information’ means any information relating to an individual, which can identify them – either directly or indirectly. It can refer, amongst other things, to an identification number, or to one or more specific identifying pieces of information, such as an address or date of birth.

When you do any of these:

- Become a member of the STC
- Enter any competition, promotion or prize draw
- Sign up for our newsletters and information about our trips/events
- Fill out any forms on Shell Travel Club website
- Correspond with us, whether by phone, email or chat facility
- Book any STC organised trip, holiday, event or other similar excursion

Then, we may collect your personal information, including:

- Name
- Date of birth
- Address
- Email address
- Phone number
- Mobile number
- Passport information
- Next of kin information
- Travel insurance information as required

We use your information for the following:

- To process your application to become a member of the STC
- To let you know about trips, excursions and events that the STC is organising on behalf of our members
- To reserve you places on trips, excursions or events that you have requested to attend
- To update our records and generally maintain your membership with us
- To keep your contact details up-to-date
- For statistical, analytical or survey purposes – so we can improve our services to you

- If you consent, to notify you of products or special offers that may be of interest to you
- To process your application when you enter a competition promotion or prize draw. (If there are other purposes specific to that competition promotion or prize draw, these will be explained in the applicable Competition Terms & Conditions)

If you sign up to our newsletter, or ask us to send it to you, we may keep you informed by post or email about our products and special offers that we have organised.

You have the right to ask us not to process your personal information for marketing purposes, or to change your mind at any time.

You can opt out by:

- Choosing not to sign up for our newsletter and other marketing offers when you become a member of the STC
- Changing your preferences at any time. Members can do this by emailing membership@shelltravelclub.com at any time. Subscribers to the website who are not members of the STC should email enquiries@shelltravelclub.com
- Unsubscribing from our newsletters and emails by following the link on the bottom of the email (every email we send you will include a link to allow you to opt out)

We'll try our best to process request promptly but it may take a few days for your opt-out or unsubscribe request to be changed.

We may disclose your personal information to our service providers who operate elements of our service and process data on our behalf, such as providing passport information to tour operators when they are booking services on our behalf. Beyond these circumstances, the STC will never share our members personal information with anyone.

With regards to the website, the information held by our website provider is limited to first name, last name and email address. Other personal information of our members is held by our Membership Secretary. Tour/trip organisers may temporarily hold your personal information for the purposes of arranging holidays and excursions. This information will be requested on an excursion by excursion basis, and will be indicated by the Booking Form specific to that individual trip.

We will also disclose any of your personal information to any third party where we are under a duty to do so in order to comply with any legal obligation, or in order to enforce or protect any of our rights, property or safety (or those of our members).

Our website may also contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that they have their own privacy policies and that we don't accept any responsibility or liability for these policies. Please check these websites' privacy policies before you submit any personal information to them.