

Privacy Policy

Pinoy Booking takes data protection seriously

In this Privacy Policy, “we”, “us” or “our” refers to Pinoy Booking, a trading name of Rise Research Ltd., a company registered in England and Wales (Registration No. 08566464) at 172 Longbridge Lane, Birmingham, West Midlands B31 4JT in United Kingdom. Rise Research Ltd. complies with and is registered under the data protection laws in the United Kingdom and takes all reasonable care to prevent any unauthorised access to your personal data.

We respect the privacy of every individual who visits our site and have developed this policy because we want you to feel confident about the privacy and security of your personal information.

We follow strict security procedures in the storage and disclosure of your information as required by law under the Data Protection Act 1998.

Our security procedures mean that we always require proof of your identity before we will disclose information to you. Proof of identity includes your password, which is why you should never reveal it to anyone.

If you access and use our website you agree to be bound by and act in accordance with our [Terms and Conditions](#) and this Privacy Policy. If you do not, or cannot, agree to our Terms and Conditions or this Privacy Policy, you are not permitted to access and use the website and you should immediately stop using or accessing the content. If you are in breach of our Terms and Conditions, your right to access and use the website will cease immediately.

How we will use your data

In order to provide our services, we need to collect and process personal data about you and disclose this information to a number of third party service providers. This includes collection of any sensitive data as defined within the Data Protection Act 1998, such as medical history or criminal convictions, or additional data collected by us not directly obtained via our website. By using our website, you confirm your explicit consent to such data being processed by ourselves or any third-party providers that we may use.

Before you provide us with any information about other people, you must first get their permission. This applies to all information you provide about them, but especially to sensitive data such as health information or criminal proceedings or convictions. In submitting their details, you are confirming to us that you have their permission to do so, and that they understand how their information will be used under the terms of this Privacy Policy.

It is necessary for us to pass your information to the organisations from whom you will receive the quotations you have requested from our site. While we remain data controllers in relation to that information, in connection with everything that those organisations do with that information, they will also be data controllers. Their privacy statements, setting out what they do with your personal data, will be available to you on their website. All you need to do is click on their privacy policy.

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We may use your data to review and analyse market trends and to track sales data, including but not limited to data provided as part of your quotation, information on how you use our website, pages you have viewed and which website you used previously to visit ours. We may also pass this data to third parties for analytical purposes. Where you have come to our website by clicking on a price comparison service button on another site, we will supply information about the quotations you have obtained and any policies you obtain to that site. Unless you tell them otherwise, they may contact you by post, telephone, email or SMS to promote their products and services. If you do not wish to be contacted in this way, you need to let them know by clicking on the 'unsubscribe' button on their website.

Certain providers may compare your information against data they, or the company behind the brand they represent or their group of companies, already hold on you from existing products or services, and share this with the underwriters for the purpose of analysing market trends or to assess membership and transactions against certain loyalty schemes and apply a discount if applicable.

All personal information you provide will be held in the strictest confidence and only used for the purpose of providing our service, subject to certain exclusions as described within this Privacy Policy and the Terms and Conditions. From time to time there may be a requirement to process your personal data in other countries outside of the European Economic Area where data protection safeguards differ to those of the UK. Where this is necessary, we will ensure that your data is kept securely and only processed in accordance with the Data Protection Act. Some of our service providers may also process your data in other countries and we require all your data is kept securely at all time and the same UK standards are met.

Disclosure of information

We will endeavour to treat all your personal information as private and confidential. Other than under the terms of this Privacy Policy we will not disclose any of your information to any other parties unless:

- We are legally compelled to do so
- There is a duty to the public to disclose
- Disclosure is required to protect our interest
- Disclosure is made at your request or with your consent

Information about our services

Pinoy Booking may use the information you supply to contact you by telephone, email, SMS or otherwise about products and services which may be of interest to you. Such services could include our newsletter, exclusive offers or renewal reminders/quotations.

If you are not happy for your data to be used in this way, you can unsubscribe in a number of ways, including:

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- Manage your settings via 'Unsubscribe' on the Pinoy Booking website
- Click on the 'unsubscribe' link provided on each email we send to you;
- Email: admin@pinoybooking.co.uk
- Use the '[Contact Us](#)' form on the Pinoy Booking website

Please remember that by opting out, we will not be able to contact you about products or services that may benefit you.

After processing a quote for a product or service on our website, we may send you a summary of the prices received by either email or SMS. This is part of our automated service and is a condition of use of our website. We may also contact you by phone to assist with your quotation or contact you about any additional services that may be available directly relating to your quote.

Renewal Quotes

If you are subscribed to our renewal reminder service, our systems may re-submit your quote details when your renewal is due (this will be based on the cover start date you entered for your last quote). The quote data will be sent to our service providers to calculate and return their quotes, and some providers may carry out credit checks as part of this process. For more information about this, please see below ('Credit and other searches'). The cheapest quotes returned will be sent to you by email or SMS. If you would like to opt out of this service, please go to the 'Information about our services' section above for details on how to unsubscribe.

Other searches

Many product and service providers offer quotes based on the information you provide Pinoy Booking.

For travel products, these information will include your name, age, trip itinerary, airline preference, travel budget, and other related preference.

This information are required to ensure providers have the necessary details to issue trip itinerary and to provide you with their best price quotation.

For remittance and property providers offering deals and discounts, the offer will be received by Pinoy Booking and the results of which may be shared with you only in circumstances where we have your consent to receive notifications and alerts via email or SMS.

Pinoy Booking may also undertake additional checks via email or telephone to verify your identity and to help prevent fraud before your details is passed on to your preferred service providers.

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Unsolicited marketing policy

As we don't want you to be inundated with marketing mail from the providers/partners that we visit with your personal quote details, wherever possible our technology will automatically opt you out of receiving their marketing material. You should therefore not receive any communication from any third parties, other than outlined in this Privacy Policy. Although we cannot guarantee this, we do have contractual arrangements in place to prevent such communication, so please let us know if you do experience problems other than outlined above by emailing admin@pinoybooking.co.uk

If you click through to any third-party website, we cannot guarantee you will not be contacted by them. We would recommend that you read their terms and conditions and their privacy policy concerning your right to opt-out from contact by them.

Help with your quotation

Many of our customers have told us that they appreciate extra information about their travel or property quote from the provider who has returned the cheapest prices. For this reason, by agreeing to the conditions laid out in this Privacy Policy you agree that your details may be used by us, the product or service provider or, where they are involved, their appointed representatives, or an intermediary, who provided you with the two cheapest quotes only, to contact you with a view to seeing if you are interested in purchase, highlighting any special offers or ways they might be able to help you get an even cheaper price with them. They are entitled to help you only about this particular quotation and only for a limited period of time after which they are obliged to consider your details as "off limits" i.e. opted out under the terminology of the Data Protection Act 1998. As mentioned above, it is possible that they may use an overseas call centre to do so. If you are unhappy with this condition of use then please state that you are not happy to be contacted in this way.

Your rights to your personal data

If you want to know what personal information we hold about you, we will provide you with this data. If any information held is inaccurate, we will make the necessary amendments and confirm to you that these have been made. If you wish to make a request under the terms of the Data Protection Act 1998 (DPA), for the personal information we hold about you, please write to us at:

Data Protection Officer
Pinoy Booking UK
172 Longbridge Lane
Birmingham, West Midlands
B31 4JT

Please enclose two forms of identification displaying your name, address and/or date of birth (please send photocopies) and a cheque for the statutory administration fee of £10.00 made payable to Rise Research Ltd. We are entitled to charge you this fee under the DPA to cover our administration costs.

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Rise Research Ltd. is a data controller under the DPA in relation to your personal information. The product providers and their appointed representatives and any intermediaries, will also be data controllers in relation to your personal information, and you have the same rights to know what information they hold about you as you do about the information we hold.

If you have any enquiry about our data protection and privacy policy or practices, please write to the Data Protection Officer at the above address.

Removal of personal information

If you would like us to remove any personal information from our records, then please write to our Data Protection Officer at Rise Research Ltd. T/A Pinoy Booking UK, 172 Longbridge Lane Birmingham B31 4JT or email us at admin@pinoybooking.co.uk We will make all reasonable efforts to delete your information from our files if it is deemed appropriate.

Monitoring

Monitoring or recording of your calls, emails, text messages and other communications may take place in accordance with UK law, and in particular for business purposes such as: quality control and training; processing necessary for the entering into or the performance of a contract; to prevent unauthorised use of our telecommunications systems and web sites and/or services; to ensure effective systems operation; to meet any legal obligation; in your vital interests; in order to prevent or detect crime; and for the purposes of the legitimate interests of the data controller.

Confidentiality

From time to time we will employ agents to process your information on our behalf. We may allow such agents, including providers of some of our services, access to your personal information. The same duty of confidentiality and security will apply to our agents. Should you take the decision to make a complaint about the service we have provided, we may be obliged to forward details about your complaint, including your personal information, to the Information Commissioner (who regulates data protection law in the UK) and/or the relevant ombudsman in existence at the time. You can be assured that they are similarly obliged to adhere to the Data Protection Act. If we or our business is taken over, your personal information may be passed to the new owners.

Fraud

At Pinoy Booking we take the issue of fraud seriously. For the protection of our customers and to combat fraud, we will actively monitor the information entered onto our website and pass on intelligence of suspected fraud to other parties including service providers and law enforcement agencies. Examples of activity that could be considered fraudulent include deliberately and dishonestly failing to disclose information, or misrepresent any fact which may influence a service providers decision to offer services, deals or discounts; or deliberately

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providing false information, forging names, creating false member account with an intent to make fraudulent transactions.

You should also make any other person named on the quote application aware of the ways in which information on them may be used.

Cookies

At Pinoy Booking we respect your privacy and therefore we will only use 'cookies' where your browser enables us to do so. A cookie is a tiny piece of code, like a tag, which websites can place on your computer when you visit them, and act as a unique identifier that can be used to retrieve your records from databases, and to track your movement within the website.

We use 'cookies' to help you navigate through our site and to improve security. To find out more about cookies used by us, please read our [Cookie Policy](#).

Law

These terms of trading are subject to English law and to the exclusive jurisdiction of the English courts. You acknowledge that by providing data to us, you consent to the processing of your data in accordance with this Privacy Policy. We reserve the right to amend or modify our Privacy Policy at any time and in response to changes in applicable data protection and privacy legislation.

This Privacy Policy was last published on 30th December 2020.