



Subject Access Request (SAR)

You have the right to request a copy of your personal data under the California Consumer Privacy Act (“CCPA”).

What is personal data?

Personal data is information that relates to an identified or identifiable individual. By way of example, this can be a name, an address or telephone number. This information can be held in different ways, either electronically or on paper.

What is a valid request?

A valid request will have:

- A clear description of the personal data you wish to receive.
- The years the request relates to and the business.
- You will need to be able to confirm your identity.

If you are applying on behalf of a child

You may apply on behalf of a child if you have parental responsibility / legal guardianship. Proof of parental responsibility / legal guardianship must be provided.

If you are applying on behalf of someone else

Where the information is requested on behalf of others e.g. a husband/wife or son/daughter acting on behalf of a spouse or parent, we need to ensure we have the data subject’s consent to obtain the information on their behalf. Written consent or general power of attorney is required when acting on behalf of others. The consent or power of attorney evidence must be supplied with the application.

Timeframe for responding to your SAR

We will confirm our receipt of your request within 10 days. If you have not received a response within a few days after that, please let us know by contacting us at (800) 231-1234. We will respond to your request within 45 days. If necessary, we may need an additional period of time, up to another 45 days, but we will reply either way within the first 45-day period and, if we need an extension, we will explain why. We may also need to ask you for more details to help us find the information you requested.

Redactions

Some documents will need to be redacted. There are several reasons why this needs to be done, for example a particular document may refer to somebody other than yourself and will not be your personal information, or the material may not relate to your request.

Why was my request denied?

In certain cases, a Request to Know may be denied, for example, if we cannot verify your identity or if providing you the information could create an unreasonable risk to someone’s security (for example, we do not want very sensitive information disclosed inappropriately). If we deny your request, we will explain why we denied it. If we deny a request, we will still try to provide you as much of the information as we can, but we will withhold the information subject to denial.

Part A – Personal Application

A1. Are you making this request for information on your own behalf?	YES	<i>Please complete sections A2 & A3 below; also, Part C</i>
	NO	<i>Please move on to Part B; also, Part C</i>

A2. If 'yes' to A1, please complete the following section:

Name:	
Address:	
Telephone:	Email:
<i>NB: Please provide a copy of a recent bill (eg a utility bill) showing your name and address and a copy of another document showing your name and signature (eg a copy of your passport or driving licence). We will not be able to respond to your request unless you provide this information.</i>	
Please indicate below if you would like to receive documents electronically or via post:	
Electronically: Yes/No	Post: Yes /No

A3. If 'yes' to A1, please also complete either of the following sections:

INFORMATION YOU NEED TO SUPPLY US	
(Please provide full details of the following information requested. Your co-operation is necessary to help us identify the records that you require. Continue on a separate sheet, if required.)	
To be completed by data subjects who are/were employee(s) of the Company	
1. Please provide details of your current/past job title, job description and location.	
2. How long have you been an employee of the Company?	
3. Previous positions within the Company (or with other Group Companies) and previous locations where you have worked, if applicable.	

<p>4. Please give us as much detail as you can about the specific information you require which will help us to locate it.</p> <ul style="list-style-type: none"> • HR records • Department records • Complaint records • Holiday booking records / staff travel • Others – please specify 	
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To be completed by data subjects (who are/were <u>not employees</u> of the Company)	
<p>1. What is/was your relationship with the Company (eg are you a business client, customer, supplier, general enquirer, etc.)? (1) Please specify and elaborate. (2) Confirm that you have always used the same name as provided under this request – if different, please specify.</p>	
<p>2. When did you first have contact with the company, and were there any subsequent communications with them? Please specify: (1) means of communication, providing (exact/approximate) dates if possible; (2) person(s) you communicated with, including subject matter, etc. with supporting documentation, if possible.</p>	

<p>3. If you have booked tours/flights with the company, please supply details, including: (1) booking references and persons travelling; (2) departure dates; (3) booking channel – specify call center or, internet (4) If you have supplied them your e-mail address at any point in time, can you please provide it.</p> <p>Have you ever filled in one of their Customer Satisfaction Questionnaire? If so, please specify which of their tours this applies to.</p>	
<p>4. Please give us as much detail as you can about the specific information you require which will help us to locate it.</p> <ul style="list-style-type: none">• Booking records• Customer / Marketing records• Complaint records• Others – please specify	

Part B – Application on behalf of someone else

B1. If you are making this request for information on behalf of someone else (the “data subject”), please state the nature of your relationship with that data subject:

- Parent
- Guardian
- Legal Representative
- Other

If selected “Other” please expand: _____

B2. Is the data subject on whose behalf you are making this request for information under the age of 18? Yes No

If ‘yes’, please state his or her age:

B3. Please provide the following details in relation to the data subject on whose behalf you are making the application:

Name:	
Address:	
Telephone:	Email:
NB: Please provide (i) written consent of data subject or general power of attorney; and (ii) a copy of a recent bill (eg a utility bill) showing the data subject’s name and address and a copy of another document showing the data subject’s name and signature (eg a copy of the data subject’s passport or driving licence). We will not be able to respond to your request unless you provide this information.	

As you are making this request on behalf of another, please provide your details below:

Your Name:	
Your Address:	
Telephone:	Email:
NB: As noted above please provide (i) written consent of data subject or general power of attorney; and (ii) a copy of a recent bill (eg a utility bill) showing your name and address and a copy of another document showing your name and signature (eg a copy of the data subject’s passport or driving licence). We will not be able to respond to your request unless you provide this information	

B4. Please provide the following information about the data subject on whose behalf you are making the application:

INFORMATION YOU NEED TO SUPPLY US	
(Please provide full details of the following information requested. Your co-operation is necessary to help us identify the records that you require. Continue on a separate sheet, if required.)	
Data subjects who are/were employee(s) of the Company	
1. Please provide details of data subject's current/past job title, job description and location.	
2. How long has the data subject been an employee of the Company?	
3. Previous positions within the Company (or with other Group Companies) and previous locations where data subject has worked, if applicable.	
4. Please give us as much detail as you can about the specific information you require which will help us to locate it. <ul style="list-style-type: none"> • HR records • Department records • Complaint records • Holiday booking records / staff travel • Others – please specify 	

Data subjects (who are/were <u>not employees</u> of the Company)	
1. What is/was data subject's relationship with the Company (eg were they a business client, customer, supplier, general enquirer, etc.)? (1) Please specify and elaborate. (2) Confirm that the data subject has always used the same name as provided under this request – if different, please specify.	

<p>2. When did the data subject first have contact with the company, and were there any subsequent communications with them? Please specify: (1) means of communication, providing (exact/approximate) dates if possible; (2) person(s) the data subject communicated with, including subject matter, etc. with supporting documentation, if possible.</p>	
<p>3. If the data subject has booked tours/flights with the company, please supply details, including: (1) booking references and persons travelling; (2) departure dates; (3) booking channel – specify call center or internet.</p> <p>If the data subject has supplied the company with their e-mail address at any point in time, can you please provide it.</p> <p>Has the data subject ever filled in one of our Customer Satisfaction Questionnaire? If so, please specify which of the company's tours this applies to.</p>	
<p>4. Please give us as much detail as you can about the specific information you require which will help us to locate it.</p> <ul style="list-style-type: none"> • Booking records • Customer / Marketing records • Complaint records • Others – please specify 	

Part C - Declarations

Once you have completed the form and checked that the information you have provided is accurate and that all information required is included together with the necessary evidential documentation, then please complete the relevant section below.

Declaration 1 (To be completed where the data subject is the applicant):

I can confirm that I am the Data Subject. I can confirm that the information given on this form is correct to the best of my knowledge. Please send me the information I am entitled to under the CCPA.

Name:.....

Signature:.....

Date:.....

Declaration 2 (To be completed where the application is being made on behalf of the data subject by someone else):

I declare that the information given by me is correct to the best of my knowledge and that I am entitled to apply for access to the personal data referred to in this request, under the CCPA.

I have been asked to apply on behalf of the data subject and attach their written authorisation or general power of attorney.

Or

I am the data subjects parent/legal guardian (with parental responsibility).

Name:.....

Signature:

Date:.....