

Last updated 22nd April 2018

BA Redemption Finder is operated by Tim Rogers Ltd, a limited company registered in England and Wales (no. 11310410) at Unit 24, Highcroft Industrial Estate, Enterprise Road, Waterlooville, PO8 0BT, United Kingdom. We're registered with the [Information Commissioner's Office](#) with registration number ZA344367.

Your rights

The EU's General Data Protection Regulation (GDPR) gives you a number of rights when we collect or use your personal information.

Your rights are as follows - we've also included a short description of how we fulfil them:

- **The right to be informed:** We'll tell you, in this document, what information we collect about you and how we use it. You can ask us for more details, and we'll be happy to help.
- **The right of access:** You can ask us at any time, free of charge, for a copy of the data we hold about you.
- **The right of rectification:** If you think any of the information we hold about you is incorrect, you can ask us at any time and we'll correct it.
- **The right of erasure:** You can ask us at any time to delete data we hold about you.
- **The right to restrict processing:** Under certain circumstances (for example if you suspect that the data we hold about you is wrong), you can ask us to temporarily stop processing data about you.
- **The right to data portability:** You can ask us at any time, free of charge, for a copy of the data we hold about you in a machine-readable format, for example a CSV spreadsheet.
- **The right to object:** You can ask us, at any time, to stop using your information for direct marketing. (We'll never sell or give your details to anyone else, but we might ourselves send you marketing emails if you give us permission.)
- **The right not to be subjected to automated decision-making (including profiling):** We don't do any automated decision-making.

Personal information is any information relating to an identifiable person who can be directly or directly identified. For example, your email address is a piece of personal information we may hold about you.

In this document, we'll explain in more detail what personal information BA Redemption Finder collects, how we use it, and how you can exercise your rights.

We act as a “data controller”, and may pass your data on to other “data processors” to help us provide the service you’ve requested from us. We will enter into binding legal agreements with these processors to ensure that your data is protected and handled correctly.

Some of these data processors may be located outside of the European Economic Area (EEA).

Where this is the case, we’ll make sure they are based in a country which the EU has deemed to provide an “adequate level of protection” for personal data (including using the EU-U.S. Privacy Shield agreement), or that we’ve done sufficient due diligence to make sure that your rights are protected.

What information we collect, and how we use it

AVAILABILITY ALERTS

When you sign up for email availability alerts through the BA Redemption Finder website, we’ll collect your email address and details on the routes you want to track. We’ll store these details with our web hosting provider.

In order to provide the service and fulfil your request, we’ll use your email address to contact you when seats become available for the routes you’re interested in. We might also contact you with important service announcements. To do this, we’ll use a third-party email provider.

If you don’t provide these details, you won’t be able to use the service.

We’ll hold on to information of the alerts you’ve set up for as long as the alert is active (i.e. the time period hasn’t passed, and you haven’t cancelled it), plus 6 months.

If you haven’t used BA Redemption Finder for 18 months and you don’t have an Elite membership, we’ll delete your email address from our systems, giving you a warning first.

ELITE MEMBERSHIP

When you sign up for an Elite membership through the BA Redemption Finder website, we’ll collect your email address and other details we need to be able to process your payment and provide the service you’ve asked for. We might also use your email address to contact you with important service announcements.

If you don’t provide these details, you won’t be able to sign up for an Elite membership.

We'll store your email address and how and when you signed up with our web hosting provider. Your financial details and any other personal details you provide (e.g. name, address) will be stored by a third-party payment provider. We won't have access to your bank or credit/debit card details.

We'll keep these details for as long as you have an Elite membership. If you cancel your membership, we'll hold on to your details for 18 months, before deleting your details from our systems, giving you a warning first.

EMAIL UPDATES ABOUT THE SERVICE

We may send you email updates about the BA Redemption Finder service (for example, announcing new features, asking for testers for new features and advertising our Elite membership), but only if you specifically give us permission to do so. If you ask us to do this, we'll collect and use your email address.

Your email address will be stored with our web hosting provider and/or with a third-party email provider.

We'll hold on to your email address for as long as you want us to send you marketing emails. You can withdraw your consent at any time by clicking the unsubscribe link in any email you receive or by getting in touch with us, at which point we'll remove your email address from our marketing database.

CUSTOMER SUPPORT

If you get in touch with us by email or phone to get help with the service or ask a question, we'll record your name, contact details (email address or phone number) and any communications you have with us. These will be stored with our customer service software provider.

We'll hold on to this information for 12 months to help us improve the quality of the support we provided. In certain cases (e.g. if you've made a complaint), we may store details for longer, but we'll tell you before we do this.

WEBSITE

We'll automatically use a third-party analytics provider to keep records of how you use our website, for example what pages you visit and how long you spend on them, to help us to improve the service we provide. No personally identifiable information is included.

Requesting a copy of your data

You can ask for a copy of the data we hold about you at any time, and we'll respond within one month. For details on how to get in touch, see the "Getting in touch" section.

Withdrawing consent

You can withdraw consent for us to process your data at any time, and ask us to delete it. For details on how to get in touch, see the "Getting in touch" section.

Making a complaint if you're not happy with how we process your data

If you're not happy with how we process your data, you can make a complaint to a supervisory authority. This might be the data protection authority in the EU member state where you live, or you can contact the UK's regulator, the Information Commissioner's Office.

Getting in touch

If you have any questions regarding anything in this privacy policy, contact us by email at help@baredemptionfinder.com or at Unit 24, Highcroft Industrial Estate, Enterprise Road, Waterloo, PO8 0BT, United Kingdom.