



Sporting Getaways

PRIVACY POLICY

Sporting Getaways LTD

Last updated: 17 August 2026

www.sportinggetaways.co.uk

Sporting Getaways LTD ("Sporting Getaways", "we", "us" or "our") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store, share and protect your personal information when you visit www.sportinggetaways.co.uk, make an enquiry, request a quotation, make a booking, purchase a sporting event, hospitality or travel package, communicate with us, or otherwise use our services. We process personal information in accordance with applicable UK data protection legislation, including the UK General Data Protection Regulation ("UK GDPR") and the Data Protection Act 2018.

1. Who We Are

The data controller responsible for your personal information is:

Sporting Getaways LTD
Magnolia Cottage
Main Road
Shrewsbury
SY5 7JW
United Kingdom

Company number: 15342592
Website: www.sportinggetaways.co.uk
Email: info@sportinggetaways.co.uk
Telephone: +44 7942 151062

For privacy or data protection enquiries, please contact us at info@sportinggetaways.co.uk.

2. Information We Collect

The information we collect depends on how you interact with Sporting Getaways and the services you book.

Personal and Contact Information

- first name and surname;
- email address;
- telephone number;
- postal or billing address;
- country or region; and
- details of other travellers or guests included in your booking.

Booking and Travel Information

Where necessary to arrange or fulfil your booking, we may collect:

- event and package details;
- match or event dates;
- date of birth;
- accommodation requirements;
- travel arrangements;
- passenger or guest information;
- seating or hospitality requirements;
- booking preferences; and

- other information required by a club, venue, hotel, ticketing partner or other supplier involved in your booking.

Passport Information

For certain European sporting events, travel arrangements or packages, we may need to collect passport information, including your passport number.

We only request passport information where it is necessary to arrange or fulfil your booking, or where it is required by a club, venue, ticketing partner, accommodation provider, transport provider or other relevant supplier.

Where necessary, passport information may be securely shared with the relevant supplier solely for the purpose of fulfilling your booking.

Sporting Getaways does not retain passport details as part of your long-term customer or booking record. Once the passport information has been provided to the relevant supplier and is no longer required by us for the purpose for which it was collected, it is deleted from our records.

Our general 10-year retention period for booking and transaction records does not apply to passport details.

Payment and Transaction Information

When you make a payment, we may collect information relating to the transaction, including:

- amount paid;
- payment status;
- transaction or booking reference;
- payment method; and
- billing information.

Depending on the payment method you choose, payments may be processed through Stripe, PayPal, Wix Payments, Klarna or bank transfer.

Payment providers may process personal and financial information in accordance with their own privacy policies. Sporting Getaways does not generally need to retain complete payment card details where those details are processed securely by the relevant payment provider.

Communications

We may retain records of communications relating to your enquiry or booking, including emails, telephone enquiries, website enquiries, messages, quotations, booking communications, amendments and cancellations, customer service requests, complaints and feedback.

Website and Technical Information

When you use our website, certain technical information may be collected automatically, including:

- IP address;
- browser and device information;
- pages viewed;
- referring website;
- approximate location;
- website interactions;
- session information; and
- cookies or similar technology identifiers.

3. How We Collect Your Information

We may obtain personal information:

- directly from you when you make an enquiry or booking;
- through our website and checkout process;
- when you contact us by telephone, email, social media or another communication channel;
- when another person makes a booking on your behalf;
- through cookies and similar website technologies;
- from payment providers;
- from clubs, hotels and other suppliers or partners involved in your booking; and
- from other third parties where permitted by law.

If you provide information about another traveller or guest, you should ensure you have authority to provide their information and, where appropriate, make them aware of this Privacy Policy.

4. How We Use Your Personal Information

We may use your personal information to:

- respond to enquiries;
- prepare quotations;
- create and administer bookings;
- process and reconcile payments;
- arrange sporting event tickets;
- arrange hospitality packages;
- arrange hotels and accommodation;
- arrange transport or other travel services where applicable;
- provide booking confirmations and documentation;
- arrange and deliver tickets or e-tickets;
- provide relevant traveller information to clubs, hotels and suppliers;
- communicate important information about your booking;
- provide customer service;
- administer amendments and cancellations;
- deal with complaints;
- prevent and investigate fraud;
- maintain financial and accounting records;
- comply with legal and regulatory obligations;
- protect our business, customers and systems; and
- operate and improve Sporting Getaways and our services.

5. Our Lawful Bases for Processing

Under UK data protection law, we must have a lawful basis for processing personal information. Depending on the circumstances, we may rely on:

Contract

Processing may be necessary to take steps at your request before entering into a contract or to perform our contract with you. This is generally the basis we rely on when processing information required to provide your booking.

Legal Obligation

We may process information where necessary to comply with legal, regulatory, tax, accounting or other obligations that apply to Sporting Getaways.

Legitimate Interests

We may process information where necessary for our legitimate business interests, provided those interests are not overridden by your rights and interests. Our legitimate interests may include operating and improving our business, providing customer support, maintaining appropriate business records, preventing fraud, protecting our website, systems and customers, managing relationships with suppliers and understanding how our services are used.

Consent

Where required, we may ask for your consent to process information for a particular purpose. Where we rely on consent, you can withdraw that consent at any time.

6. Sharing Your Personal Information

We do not sell your personal information.

Sports travel arrangements require us to work with other organisations. We may therefore share relevant personal information with third parties where necessary to provide your booking.

These may include:

- sports clubs;
- stadiums and venues;
- official hospitality providers;
- ticketing partners and suppliers;
- hotels and accommodation providers;
- airlines and other transport providers where applicable;
- transfer providers;
- tour operators;
- destination partners; and
- other suppliers necessary to fulfil your booking.

For example, a club may require the names and dates of birth of guests attending an event. For certain European events, the relevant supplier may also require passport information.

We only provide information that is reasonably necessary for the relevant service or booking. Some organisations process information on our instructions, while others may be independent data controllers with their own obligations under data protection law.

7. Our Technology, Payment and Business Providers

We use third-party providers to help operate Sporting Getaways and provide our services. These include or may include:

- GoDaddy - domain, hosting and related website technology services.

- Wix - website, e-commerce and payment-related services.
- Stripe - payment processing.
- PayPal - payment processing.
- Klarna - payment services where selected by the customer.
- Click2Send - communications and related business services.
- FreeAgent - accounting and financial record keeping.
- Banks and financial institutions - processing bank transfers and other financial transactions.

These organisations may process information as a processor acting on our behalf or, in some circumstances, as an independent data controller. Their own privacy policies may also apply when you interact directly with their services.

8. International Transfers

Sporting Getaways provides sporting event, hospitality and travel experiences in the UK and overseas. Where you make a booking involving an event or service outside the UK, it may be necessary to provide your personal information to organisations located outside the UK.

These may include overseas sports clubs, venues, hotels, hospitality providers, ticketing partners, transport providers and other suppliers required to fulfil your booking.

Some of our technology, payment and other service providers may also process information outside the UK.

Where UK data protection law requires safeguards for an international transfer, we will take appropriate steps to ensure that an appropriate level of protection is provided. Depending on the circumstances, this may include relying on UK adequacy regulations or approved contractual safeguards.

In some circumstances, an international transfer may be necessary to perform our contract with you or implement arrangements made at your request.

9. How Long We Keep Your Information

We generally retain booking and customer transaction records for up to 10 years following the relevant booking or transaction.

This enables us to maintain appropriate business records, booking histories, accounting and financial records, customer service records, and records that may be required for legal, contractual, tax or regulatory purposes.

Not every piece of personal information is necessarily retained for the full 10-year period. We periodically consider whether information remains necessary and may delete, anonymise or securely dispose of information earlier where it is no longer required.

Passport Details

We delete passport details once they have been provided to the relevant supplier and are no longer required by Sporting Getaways for the purpose for which they were collected.

Passport information is therefore not retained for the general 10-year booking-record period.

Marketing Information

Marketing information may be retained until you unsubscribe, withdraw your consent where applicable, or object to direct marketing. We may retain limited suppression information after you unsubscribe so that we can remember and respect your request not to receive further marketing.

10. Marketing

Where permitted by law, we may contact you about Sporting Getaways products and services, sporting events, hospitality packages, travel experiences, new packages, special offers and other Sporting Getaways services we believe may be relevant to you.

Depending on the circumstances, we may rely on your consent or another lawful basis permitted under applicable data protection and electronic marketing legislation.

You can stop receiving direct marketing communications at any time by using the unsubscribe option included in a marketing communication or contacting info@sportinggetaways.co.uk.

Opting out of marketing does not prevent us from sending service communications that are necessary in connection with an enquiry or existing booking.

11. Cookies and Similar Technologies

Our website may use cookies and similar technologies. These may be used for purposes including:

- keeping our website functioning correctly;
- maintaining website security;
- remembering preferences;
- processing transactions;
- understanding website usage and performance;
- analytics; and
- advertising or marketing, where applicable.

Cookies that are strictly necessary for the operation of the website may be used without consent where permitted by law. Where consent is legally required for analytics, advertising or other non-essential cookies or similar technologies, we will request permission before using them.

You can manage your choices through the cookie controls available on our website and, where applicable, your browser settings.

12. Security

We take appropriate technical and organisational measures designed to protect personal information against accidental loss, unauthorised access, misuse, alteration, disclosure and destruction.

Measures may include appropriate access controls, password protection, restricted access to customer information, secure payment processing and the use of established technology and payment providers.

We take particular care when handling identity information such as passport numbers because of the potential consequences if such information were accessed without authorisation.

Access to personal information is restricted to people who reasonably require it to perform their role or provide the relevant service. Although we take appropriate measures to protect personal information, no internet-based system can be guaranteed to be completely secure.

13. Children's Information

Our bookings may include children travelling with or under the responsibility of a parent, guardian or responsible adult.

Where necessary to fulfil a booking, we may collect information relating to a child, such as their name, date of birth and, for certain overseas bookings, passport information.

We only request information reasonably necessary to fulfil the relevant booking. The person making the booking should have appropriate authority to provide personal information on behalf of any child or other traveller included in the booking.

Passport information relating to children is subject to the same deletion practices described in this Privacy Policy.

14. Your Data Protection Rights

Depending on the circumstances, UK data protection law may give you the right to:

- Access - request a copy of personal information we hold about you.
- Rectification - ask us to correct inaccurate or incomplete information.
- Erasure - ask us to delete personal information in certain circumstances.
- Restriction - ask us to restrict the way we process your information in certain circumstances.
- Object - object to certain processing based on legitimate interests.
- Object to direct marketing - you can object to the use of your information for direct marketing at any time.
- Data portability - request certain information in a portable format where this right applies.
- Withdraw consent - withdraw consent at any time where we rely on consent to process your information.

These rights do not apply in every circumstance, and certain legal exemptions may apply.

To exercise your rights, please contact info@sportinggetaways.co.uk. We may need to request information from you to verify your identity before acting on a request.

15. Complaints

If you have concerns about how Sporting Getaways has handled your personal information, please contact us so that we have an opportunity to investigate and resolve the matter.

You can contact us at info@sportinggetaways.co.uk.

You also have the right to complain to the UK's data protection regulator, the Information Commissioner's Office (ICO). Further information about your rights and making a complaint is available from the ICO at ico.org.uk.

16. Third-Party Websites and Services

Our website, emails or other communications may contain links to websites or services operated by third parties, including sports clubs, venues, hotels, event organisers, payment providers and other partners.

Sporting Getaways is not responsible for the privacy practices of independent third-party websites or services. We recommend reviewing the relevant organisation's privacy information before providing personal information directly to them.

17. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes to our business, the services we provide, our suppliers and partners, the technology we use, our data-processing activities, or applicable legal and regulatory requirements.

The latest version will be published on www.sportinggetaways.co.uk. The "Last updated" date at the top of this Privacy Policy indicates when the policy was most recently updated.

Where a change significantly affects how we use personal information, we will take reasonable steps to bring the change to the attention of affected individuals where required.

18. Contact Us

If you have questions about this Privacy Policy, wish to exercise your data protection rights or have concerns about how we handle your personal information, please contact:

Sporting Getaways LTD
Magnolia Cottage
Main Road
Shrewsbury
SY5 7JW
United Kingdom

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Website: www.sportinggetaways.co.uk
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