

How we protect your information

Every booking places a family's personal details in our care. This is how we look after them.

01 Secure booking

Every trip has its own secure booking page, and every connection to our website and booking forms is encrypted. Our booking forms encrypt your information in transit and at rest, including field level encryption of sensitive details.

02 Card payments

Card payments made online are processed by Stripe, certified to PCI DSS Level 1, the highest standard in the payments industry. Card details entered in the payment form go directly to Stripe and are never stored by us, in our booking forms or in any of our records.

03 Only what we need

We ask only for the information each trip genuinely requires, and our forms are adjusted group by group. Booking records are open only to named members of our staff. A party leader sees their own group's details alone, on a protected sheet they can view but not change.

04 Protected accounts

Every member of staff has their own account, never a shared login. Two step verification is enforced on every account, and each service is protected by its own unique, complex password. When someone leaves, their access is removed. Our email domain carries SPF, DKIM and DMARC records, which help stop others sending email in our name.

05 Trusted providers

Our systems run on established providers whose security is independently audited.

Google Workspace	Email and booking records. ISO/IEC 27001, 27017, 27018 and 27701; SOC 2 and SOC 3; encrypted in transit and at rest.
Cognito Forms	Online booking forms. SOC 2 Type 2; 256 bit AES encryption at rest; covered by the EU-US Data Privacy Framework and its UK Extension.
Stripe	Online card payments. PCI DSS Level 1; SOC 1, SOC 2 and SOC 3.
Wix	Our website. PCI DSS Level 1; SOC 2 Type 2; ISO/IEC 27001.
Zapier	Moving each booking into our records. SOC 2 Type II and SOC 3; 256 bit AES encryption at rest.

06 Always improving

We treat security as continuous work, not a fixed state. We are evaluating passkeys, a sign in method that resists phishing, with a view to introducing them progressively, and our email reports are reviewed so any misuse of our name is seen early. Our technology partner, Pilgrimage Web Design, has looked after our systems since 2014.

07 Your rights

Our Privacy Notice, published on our website with our other governance documents, explains how we use personal information, the lawful basis for doing so, and your rights under UK data protection law, including how to see or correct the information we hold about you.

Questions about your information?

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