

This privacy statement covers the entire family of The Dualway Group's web sites (Dualway.com, loveireland.com, Citysightseeing.ie, irishcitytours.com, wicklowtour.ie) and has been prepared in compliance with the Data Protection Acts of 1998 & 2003.

This web site is owned and operated by the Dualway Group. All enquiries should be addressed to The Dualway Group, Rathcoole, County Dublin, Ireland. Telephone: +353 1 4580054. Queries related to privacy issues may also be addressed to marketing@dualway.com.

Personal data that is volunteered, or required for the purposes of entering competitions, utilising web site functions, or purchasing services online is stored securely and is not shared with other organisations or utilised for marketing purposes without the permission of the owner.

The Dualway Group may disclose personal information to our tour operators for the purpose of providing online sales or booking services. Such disclosure is required for the provision of services.

The Dualway Group uses cookies to provide advertising services, track customers being referred by affiliate sites and provide functionality for sales services in some areas of the site. Visitors may refuse to accept cookies; however, this may mean that some services are not available to them.

The Dualway Group takes its security responsibilities seriously, employing the most appropriate physical and technical measures, staff training and awareness, to ensure that unauthorised access to, alteration or destruction of personal data does not take place.

On occasion, The Dualway Group may be required to contact you in order to ensure that your data is correct. This is rarely necessary, and is only likely to be required in order to ensure the provision of a service where incomplete information exists on your order.

The Dualway Group does not collect and retain personal information that is unnecessary to the operation of its business. The Dualway Group also has a policy of reviewing all personal data collected in the course of business, and deleting unnecessary personal data where such data has been gathered.

Typically The Dualway Group does not retain personal data for longer than 30 days. Order data is retained in order to ensure that we have adequate financial and other records. Sensitive financial information such as credit card details are not retained by Dublin Tourism after a transaction has been processed.

If you have a complaint to make about any service provided by The Dualway Group please contact us by mail or by telephone at the address/number above, or use the contact forms on our web sites.