

PRIVACY POLICY

This Privacy Policy describes how we use any personal information we collect about you when you join the club, use our website or facilities.

We recommend that you read this Privacy Policy in full to ensure you are fully informed. If you have any questions about this Privacy Policy or Cookridge Hall's data collection, use and disclosure practices, please contact us at info@cookridgehall.co.uk.

PRIVACY PROMISE

At Cookridge Hall we respect your privacy and your choices. Marketing communications will be sent unless you change your mind at any time which can be done by unsubscribing through any of our newsletters/club notice emails. We will never sell any personal information gathered as a result of your visit to Cookridge Hall or to our website www.cookridgehall.co.uk. We are committed to keeping your personal data safe and secure. This includes only working with trusted partners and will not use your personal data in ways that we have not told you about.

INFORMATION WE COLLECT

As data is transferred over the internet, the Cookridge Hall website runs from a secure server which uses SSL encryption to help ensure all data is protected.

Membership registration & purchases: We will collect some personal information from you when you join as a member, use our website or facilities, purchase goods from us, sign up to receive updates or when you participate in competitions & surveys. This may include name, address, telephone numbers (mobile or work and/or home), date of birth, email address and occupation, when you visited our site, how you arrived on our site, where you visit after our site, the pages you visited, how long you spend browsing individual pages on our site, any products you have purchased, and the browser (where applicable) and the type of device and processor you used to access our site.

Emails: If you contact us directly, we may receive additional information about you such as your name, email address, phone number, the contents of the message, attachments you may send us, and any other information you may choose to provide.

Usage of our website: When you use our site, we may collect information about your engagement with our site, such as processor and memory usage, storage capacity, navigation, and system-level metrics. We use this data to operate, maintain and improve the performance and usability of our site, develop new features, protect the security and safety of our site and our customers, and provide customer support. We also use this data to develop analysis and business intelligence that enable us to operate, protect, make

informed decisions, provide marketing material and report on the performance of our business.

In the club: We may collect personal information about you such as your name, address, phone number, email, date of birth when you join with us or use our facilities. This is so we can send you relevant marketing information; you can opt out of marketing emails and texts at any time. We also use CCTV to monitor and record images for the purposes of security and health and safety.

HOW WE SHARE INFORMATION

Information is collected about you to enable us to process and manage your membership with us and to enable us to email or text you with relevant product offers and promotions.

Marketing: We'd like to contact you with club information, newsletters, product offers & promotions which may be of interest to you. If you have signed up as a member or consented to this, we will contact you via email or text message for legitimate business reasons. We use an external provider, MailChimp, to deliver our newsletter and club notices. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see MailChimps Privacy Policy. You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any our emails. We will never share any of your personal information with any third-party companies for marketing purposes.

Cookies: Cookies play an important part in helping us to enhance the usability and performance of our site and your experience using it. Cookies help distinguish you from other users of our site which helps us to provide you with a good experience when you browse our site. For more information on cookies and the purposes for which we use them please see our [cookies policy](#).

Analytics: In order to improve, personalise, and expand our services we use analytics provider- Google Analytics. Google Analytics uses cookies to collect non-identifying information. Google provides some additional privacy options regarding its Analytics cookies. Please see our [cookies policy](#) to find out more.

Other Websites: We may place links on our website to other websites that we think you may want to visit. Please note that these sites have their own privacy policies and Cookridge Hall cannot accept any liability in respect of the use of these websites.

Law and Similar Disclosures: This website, any content contained herein and any contract brought into being as a result of usage of this website are governed by and construed in accordance with English Law. The parties to any such contract agree to submit to the exclusive jurisdiction of the courts of England and Wales. All contracts are concluded in English. We reserve the right to change our terms & conditions from time to time. If requested by the police or any other regulatory or government authority investigating suspecting illegal activities, we're entitled to provide them with your personal information or any other information we obtain about you.

LEGAL BASIS FOR PROCESSING PERSONAL INFORMATION

Our legal basis for collecting and using the personal information described above will depend on the personal information concerned and the specific context in which we collect it.

However, we will collect personal information from you only (i) where we need the personal information to perform a contract with you; (ii) where the processing is in our legitimate interests and not overridden by your rights; or (iii) where we have your consent to do so. We have a legitimate interest in operating and communicating with you as necessary to provide these services, for example when responding to your queries, improving our platform, undertaking marketing, or for the purposes of detecting or preventing illegal activities.

DATA RETENTION

We retain personal information we collect from you where we have an ongoing legitimate business need to do so (for example, to provide you with a service you have requested or to comply with applicable legal, tax, or accounting requirements).

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise it.

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page. So please check back frequently to see any updates or changes to our privacy policy. If we change the ways in which we use or share personal information previously collected from you, we will notify you by email, or other communication.

CONTACT US

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