

PRIVACY POLICY

Updated 25/05/18

The Windlesham Club and Theatre is committed to protecting and respecting your privacy and we look after your personal information carefully in line with data protection and privacy laws. Below we detail the information we collect concerning you and how that information is used.

Please read this policy and our cookie policy in order to understand when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this policy from time to time so please check this page occasionally to ensure you are happy with any changes. By accessing and using our services, you agree to the terms of this privacy policy and to our cookie policy.

Any questions regarding this policy and our privacy practices should be sent by email to info@windlesham.club

We are registered on the Data Protection Public Register. Our Data Protection Registration Number is ZA377471.

SERVICES

Our services may include (without limitation) social media and/or interactive applications, audio visual content, text, photographs, forums, advertising and other product sales which we may offer on our website or media platforms which, for example, may enable you to view our content over a mobile or Wi-Fi network (the “Services”). This policy covers all of the Services and any reference to “you” or “your”, means you as user of our Services. This policy applies to the collection and use of your information by us and parties that we authorise (such as our suppliers and sub-contractors).

INFORMATION

The information we collect varies depending on which of our Services you are using. The information that we may collect includes:

- Your name, address, postcode, email address, telephone number and service details (if applicable);
- Information about your use of our Services including details of your internet protocol (IP) address, operating system, browser version, cookie details, the content you viewed on our Services, how long you stayed and on which pages, and your navigation around the Services;
- Location data from your IP address or by accessing global positioning functionality on your device (e.g. GPS);
- Other data from time to time to help us provide you with improved products and services;
- Other data to ensure and check compliance with the Terms of Use and/or otherwise as required by law.

INFORMATION COLLECTION

We (or our authorised third parties) may collect information about you:

- When you purchase products on our website or when you otherwise update your details;
- When you contact us with an enquiry or other feedback;
- When you participate in interactivity, for example, when you submit an entry to a competition or prize draw;
- When we are checking compliance with the Terms of Use and/or otherwise as required by law;
- Through the use of “cookies” and/or other devices. For full details, see our cookie policy and the section entitled “Cookies and similar devices” below;
- When you disclose your personal information to us or otherwise through the Services at any other point.

COOKIES AND SIMILAR DEVICES

In addition, in common with many other online services, we and our authorised third parties may use “cookies” and/or other tools to store and sometimes track information about you. For more details about cookies, please see our [cookie policy](#).

HOW WE USE PERSONAL INFORMATION

Your information may be used by us and our authorised third parties to:

- Monitor, develop and improve the Services and/or your experience;

- Assist in and administer the provision of Services to you;
- Send you or provide you with product and service recommendations;
- Process payments from you to us (where applicable) on our behalf;
- Process and deal with any complaints or enquiries made by or about you;
- Investigate any suspected breach of the Terms of Use or the breach of other terms and conditions otherwise relating to you;
- Contact you with service messages;
- Monitor compliance with the Terms of Use or other applicable terms and conditions;
- Administer the prize if you are a prize winner, and to publish or otherwise make available a list of prize winners;
- Provide you with access to one or more social networking sites from the Services. Any personal data shared with a third party social network provider will be processed in accordance with their own privacy policy and/or;
- Process a job/volunteer application.
- Held for employment purposes

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations.

We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as it set out in any relevant contract you hold with us.

MARKETING MESSAGES

We regularly send you marketing messages for events happening at the Club. We may:

- Send you information by email about existing and new services and special offers from us;
- Send you information by email about related products or services of selected third parties that may be of interest to you; and

To stop receiving marketing communications from us, you can use the 'unsubscribe', 'stop' or similar facility contained in any such communication or you can email us at the email address set out in "Contact Details" below stating that you do not wish to receive further communications from us.

IS PERSONAL INFORMATION SHARED?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes unless you have specifically given us permission to do so.

We may pass information about you to other parties as follows:

- To third parties working on our behalf such as our employees, contractors, suppliers and/or agents including without limitation our customer care teams to administer the Services provided to you by us now or in the future. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the services and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes;
- Where we have your consent to do so, for marketing communications;
- As part of general statistical information about the Services' user base, sales patterns and related matters. These details will not include information personally identifying you;
- To the police and/or other emergency services, regulatory bodies or legal advisers in connection with any alleged criminal offence, major incident, unlawful activity or suspected breach of the Terms of Use and or the breach of other terms and conditions or otherwise where required by law or where we suspect harm or potential harm to others. We will co-operate with any law enforcement authorities or court order requesting or directing us to disclose the identity or location of or any other information about anyone breaching any relevant terms and conditions or otherwise for the prevention or detection of crime or the apprehension or prosecution of offenders. We shall not be obliged to give you any further notice of this;
- Where relevant, the user name and some profile information you voluntarily provide may be published on areas of the Services such as forums, chat rooms or pages where user submissions are displayed and this will be the identity by which you are known on those areas. Please always think carefully before disclosing information to other users or otherwise making your information publicly available.

Please note this policy does not cover companies, services or applications that we do not own or control, or people that we do not employ or manage, including (without limitation) third party websites or applications/widgets (e.g. from "social media" platforms such as Facebook or Twitter) which we link to or offer via our Services, nor does it cover advertisers. Also, it does not cover certain pages and services provided via our Services which are hosted, managed and operated by other parties. These

services, applications and third parties may have their own privacy policies and/or terms and conditions of use, which we recommend you read before using any such services. These third parties and services are wholly independent of us and are solely responsible for all aspects of their relationship with you and any use you may make of such services.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we are under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

PROTECTION OF PERSONAL INFORMATION

We endeavour to take all reasonable steps to protect your personal information. Where reasonably possible we use industry-standard technology to allow for the encryption of sensitive information.

Non-sensitive details (your email address, etc.) are transmitted normally over the internet, and this can never be guaranteed 100% secure. As a result, whilst we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Please always think carefully before disclosing information to other users or otherwise making your information publicly available. It is important that you are aware that any information you disclose to another user may then be disclosed by that user. We have no responsibility or control over the contents of communications made between users of our Services.

HOW YOU CAN ACCESS AND UPDATE YOUR INFORMATION

The accuracy of your information is important to us. Where you register your details for certain Services and open a user account with us that you can then use to access

and log on to use those Services, you may change or update some of your details at any time via your account. If you are not registered for these Services but wish to update your details then please contact us (see “Contact details” section below). You should please make sure that you update your details as soon as possible with all relevant changes.

You have the right to ask for a copy of the information The Windlesham Club and Theatre holds about you (we may charge £5 for information requests) to cover our costs in providing you with details of the information we hold about you.

CONTACT DETAILS

You can email us with any questions, queries or complaints at info@windlesham.club