

Claire's Court Holiday Activities Privacy Notice

This privacy notice aims to clarify:

1. what information we collect about you
2. what we do with the information we gather
3. when we will disclose information about you
4. Security
5. our use of [cookies](#)
6. your rights
7. controlling your personal information
8. How long we keep information for
9. our [data protection policy](#)
10. how to contact us

Where we link to third party websites, they will have their own privacy and cookies policies and it is your responsibility to review these. We cannot accept any responsibility or liability for the policies of third party websites.

1. What information we collect about you

When someone visits our website, we collect standard internet log information and details of visitor behaviour patterns. This is to allow us to monitor user behaviour and visit rates. This information is anonymous. Where we gather personal information this will be made clear. Our website uses [cookies](#).

You may however provide us with personal information, for example, if you register for a newsletter, subscribe to our online booking services, complete a survey or request information. In circumstances such as these we may collect personal information from you to help process this request. You may be asked for:

- name
- contact information including email address, postal address, telephone or mobile number
- Your children, their ages and names
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers
- payment details (such as debit or credit card details) if purchasing a service/product.

We use a third party provider for the distribution of our newsletters, we gather information regarding opening and click through rates to monitor and improve these services.

2. What we do with the information we gather

We use the information submitted on this site to understand your needs and provide you with a better service, and in particular for the following reasons:

- to contact you in relation to any service you have requested, such as a Holiday Activities booking requests or enquiries
- deliver products and services (i.e. newsletters, booking confirmations)
- communicate with you about bookings, services and promotional offers
- update our records and generally maintain your details to ensure your child has an excellent experience with us
- to deal with any correspondence we receive from you or any comment or complaint you make
- to send marketing communications relating to our business, which we believe may be of interest to you
- to send email communications where you have agreed that we can get in touch
- we may use the information to improve our products and services.
- from time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone or mail. We may use the information to customise the website and booking system according to your interests.

3. When will we disclose your details?

We will not pass your information to any third parties and will keep your information confidential except where disclosure is required for legal reasons (i.e. by police). If at any time you no longer wish to receive marketing correspondence from us, please contact us and we will remove you from our records.

4. Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

5. Cookies

Our website makes [use of cookies](#) to improve your browsing experience. A cookie is a small text file which is stored on your computer by your web browser which enables a website to remember certain information about you, for example, if you are logged in or what items are in your shopping basket.

Read more about [our use of cookies](#).

6. Links to other websites

Our website and newsletters may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

7. Controlling your personal information

We comply fully with the requirements of the Data Protection Act 1998. This includes your right to access the information we hold about you. You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- you may [instruct us](#) not to process your personal data for marketing purposes by email at any time.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

8. How long we keep information for?

.How long information is stored for depends on whether your child/children subsequently become attendees at Claires Court Holiday Activities. Click here to view our [data protection policy](#). You may request details of personal information which we hold about you under the Data Protection Act 1998. A request form can be found in our data protection policy.

9. Our Data Protection Policy

[Data Protection Policy](#)

10. CONTACT US

If you have any questions about this privacy notice or our treatment of your personal data, please contact the Administrative Principal at privacy@clairescourt.net or 1 College Avenue, Maidenhead, SL6 6AW..

Policy reviewed by ANH/HSW, January 2020
Next review date January 2021