

Who we are

Crimson Tree. Our registered address is 621 Mansfield Rd, Nottingham NG5 2FX. Crimson Tree operates the following websites www.crimsontree.co.uk

The purpose of this policy

This privacy notice explains how we use any personal information we collect about you.

What information do we collect about you?

When you visit our websites, subscribe to our marketing updates, make an enquiry, make a booking and/or visit one of our trading sites listed under 'Who are we' or provide feedback, you may be asked to provide some personal information which may include:

- Name
- Contact information including email address, address and postcode
- Information relevant to offers, enquiries and bookings
- Credit/debit card details – only when purchasing our products or services
- We may also collect information when you voluntarily complete customer surveys or provide feedback to us

Information relating to usage of our website is collected using cookies. These are text files placed on your computer to collect standard internet log information and visitor behaviour information. We'll use your information collected from the website to personalise your repeat visits to the site

Why do we need to collect and use your personal data?

The primary legal basis that we intend to use for the processing of your data is for the performance of our contract with you. The information that we collect about you is essential for us to be able to carry out the services that you require from us effectively. Without collecting your personal data we'd also be unable to fulfil our legal and regulatory obligations. Where special category data is required we'll obtain your explicit consent in order to collect and process this information.

How will we use the information about you?

We collect information about you in order to provide goods and services to you or your organisation. If you agree, we will email you about our products or services that we think may be of interest to you. We may also use your data to carry our research about our customers' and visitors' demographics, interests and behaviour.

Who might we share your information with?

We won't sell or share your information for marketing purposes with any other company. Your data will only be shared with a third party in conjunction with processing data. These third parties are our booking system CRM hosts, our e-marketing partner and Voucher provider. Where third parties are involved in processing your data we'll have a contract in place with them to ensure that the nature and purpose of the processing is clear, that they are subject to a duty of confidence in processing your data and that they'll only act in accordance with our written instructions. Where it's necessary for your personal data to be forwarded to our selected partner third party companies mentioned above we'll use appropriate security measures to protect your personal data in transit.

How long do we keep hold of your information?

In principle, your personal data shouldn't be held for longer than is required under the terms of our contract for services with you. However, we're subject to regulatory requirements to retain data for specified minimum periods. You have the right to request deletion of your personal data. We'll comply with this request, subject to the restrictions of our regulatory obligations and legitimate interests as noted above.

How can I access the information you hold about me?

You have the right to request a copy of the information that we hold about you. If you'd like a copy of some or all of your personal information, please email or write to us using the contact details noted below. We have an obligation to ensure that your personal information is accurate and up to date. Please ask us to correct or remove any information that you think is incorrect.

Marketing

We'd like to send you information about our products and services offered by us. If you've agreed to receive marketing information, you may opt out at any time. You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please contact us by email or post.

Cookies

We use cookies to track visitor use of the website and to compile statistical reports on website activity. For further information visit <http://www.allaboutcookies.org/> You can set your browser not to accept cookies and the above website tells you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

What can you do if you are unhappy with how your personal data is processed?

You also have a right to lodge a complaint with the supervisory authority for data protection. In the UK this is: 0303 123 1113 (local rate)

Changes to our privacy policy

We keep our privacy policy under regular review and we'll place any updates on this web page. This privacy policy was last updated on 20/09/2018.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you by emailing info@crimsontree.co.uk

