



Big Green Adventures Ltd

Privacy Policy

This policy outlines how Big Green Adventures Ltd (BGA) collects, uses, maintains, protects and discloses information collected from users of our website, which includes all subsidiary pages and products which can be found at the domain biggreensurfschool.com.

It also covers the way we will use the information collected about our clients, when they participate in any of our activities, packages or camps, or hire out any of our equipment via our disclosure and check-in forms.

PERSONAL INFORMATION

We may collect personal information from users in a variety of ways, including, but not limited to: when users visit our website, make a booking via our online booking system, subscribe to our newsletter, sign-in on our disclosure or check-in forms, book one of our products via a third party or contact us in person, via email, phone, social media or by post.

The information we ask for or collect is appropriate to each contact and may include but is not limited to: name, age, date of birth, address, telephone number, email address, relevant medical information (allergies, injuries affecting participation etc.), credit card information, ability levels (of the activities we offer), social media contacts.

No information will be collected from users without their consent and users can visit our website anonymously if they so wish by utilising the appropriate settings on their browser. Users can refuse to give us their information if they so choose, however in some situations this may prevent them from participating in an activity or product that we offer.

OTHER INFORMATION

Through our website we may collect information about a user's behaviour and how they interact with the site. This information will be of a non-personal nature and is collected in order for us to improve the services we offer and could include but is not limited to: browser name, computer or device type, operating system, internet service provider and other technical information.

WEBSITE COOKIES

Our website, like many others, uses cookies in order to improve the way that users can interact with the site. This process places files known as "cookies" on a users device or computer which records details and information about the way they interact with the site. Users may opt out of this by setting their browser to refuse cookies or to be alerted when a site uses cookies. Doing so may affect the functionality of the site.

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USING INFORMATION

BGA uses the information gathered for a variety of reasons as follows:

- To improve the services and products that we offer.
- To personalise users experience when interacting with BGA.
- To ensure the safety of participants on our activities.
- To process payments.
- For promotions, surveys, contests or to send invitations to certain BGA events.
- To keep our clients & users informed about BGA products, events, promotions etc via our social media channels and via our email newsletters.
- To comply with legislation covering our business operation.

OUR PROMISES

- We promise to only deal with user's information as directed and in accordance with Data Protection legislation such as GDPR.
- No data will ever be shared or made available to any other organisation unless BGA is legally required to do so.
- We will never sell, trade or rent user's personal information to others.
- When using other organisations to process data, such as email systems, social media outlets etc. we shall only do so via reputable companies and will take all reasonable precautions to ensure their data protection principles do not contradict our own.
- We will ensure that all of our users are able to opt-out of any kind of data collection or marketing that we partake in and that they are aware of how to do so.

THIRD PARTIES

BGA works with a number of other organisations (suppliers, partners, advertisers and other third parties) and as such may advertise or link to their services via our website or other promotional means. BGA has no control over and cannot be held responsible for the content on any website or other material from these organisations and is in no way responsible for the way any third party collects, manages and uses the data and information collected from it's users.

ACCEPTANCE

When checking in prior to an activity, acceptance of the terms and conditions relevant to the chosen activity needs to be confirmed in writing. By using our website you are showing your acceptance of this and other BGA policies. If you do not agree to these terms then please do not use our website.

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BGA reserves the right to amend and update this and other policies at any time. Any changes will be signified by a change in the 'Last Revision' date that can be found at the bottom of all pages of our policies. By accepting the terms contained within policies you are accepting that it is your responsibility to periodically check for changes.

Please don't hesitate to contact BGA at any time if you have any questions about this policy or any of our other policies or practices. We can be contacted by post addressed to Big Green Adventures Ltd, 19 Halwyn Avenue, Crantock, TR8 5FS, by telephone on 01637 479279 or by email to info@biggreensurfschool.com