



## **Leisure-net Solutions Privacy Policy**

Leisure-net Solutions takes your privacy very seriously and we are committed to protecting your personal information. This Privacy and Cookies Policy explains how we collect and use the information you give us. Please read this policy carefully. If you have any questions, please contact [info@leisure-net.org](mailto:info@leisure-net.org)

We will manage and treat your personal data with respect. We will collect, store and manage it in an unbiased and secure way. We will only use your data for purposes that we have informed you about. We will always be transparent about the personal data we collect and how we use it.

We will ensure that all personal information supplied is held securely and in accordance with all applicable Data Protection legislation.

### **The information we collect and how we use it**

The personal information that We collect from you will vary depending on the context of your interactions with us and the service and/or product that we are providing to you. It may include, but is not limited to, the following information about you:

- name;
- image and/or voice captured through photography, filming, videotaping and/or audio recording;
- demographic data such as your date of birth, gender, educational background; job title; professional memberships; country;
- contact data such as email address; home and/or work postal address, postcode; phone number;
- payment data or other financial details (where you make a payment to us);
- information from queries and/or complaints registered with us;
- information about the way you use our website, so that we can improve the effectiveness of our business;
- any other information which may be collected in the course of our interactions with you.

Please note that sometimes we will require you to provide additional personal information, and sometime sensitive personal information, such as disability and health requirements if this is necessary to provide you with a service or product.

### **How we collect information about you:**

- when you register for a web service with us;
- request product or services;
- participate in promotions;
- attend events;

- provide us with your personal information from your usage of our website and any other information you post on our website, e-mail or otherwise send to us;
- or otherwise provide us with information in the course of our interactions with you.

Persons under 16 should not disclose to us any personal information without first getting the permission of a parent or a guardian.

#### **How we use your personal information:**

- to enable us to supply you with the goods and services and information which you have requested;
- to analyse the information we collect so that we can administer, support and improve and develop our business and services we offer;
- to predict what you might be interested in;
- to provide you with access to certain parts of our website;
- for all other purposes consistent with the proper performance of our operations and business; and
- to contact you for your views on our products and services.

We may also email you about information or activities that we think you might be interested in. If you do not want us to send you updates like this, please contact us at Leisure-net Solutions by email at [info@leisure-net.org](mailto:info@leisure-net.org) or call 01603 814233.

#### **Sharing Information**

We may use selected agents to process your information on our behalf, such as software providers to host our website. Such third parties will be authorised to see and use your information but only to fulfil their contractual obligations to us and will not be permitted to use it for any other purpose. We retain full responsibility for how your personal information may be used by such agents. In exceptional circumstances We may share your information when we are legally required to do so.

When requested by you, we may pass on your personal information to third parties who may send you details of goods and services that may be of interest to you. For example, if you attend an event, your details may be shared with the speakers, trainers and/or sponsors at the event. If this is of interest to you, please tick the box on the relevant registration form, opting in for such contact. If at any time you would prefer not to receive this information, please contact us at Leisure-net Solutions by email at [info@leisure-net.org](mailto:info@leisure-net.org) or call 01603 814233.

#### **Protecting Information**

We place great importance on the security of your personal information and We always try to take appropriate precautions to protect it. We use a variety of security technologies and procedures to help us protect your personal data from unauthorised access, use or disclosure.

Despite all of our precautions however, no data transmission over the internet can be guaranteed to be 100% secure. So, whilst we strive to protect your personal information, we cannot guarantee the security of any information which you send to us and you must understand that you do so at your own risk.

The length of time we hold your personal information varies depending upon the type of information and its use. We will hold your personal information on our systems only for as long as necessary to provide the services and/or products that you have requested, or for such other essential purposes such as investigating disciplinary matters, complying with our legal obligations, resolving disputes, and enforcing our agreements.

The actual retention periods for different types of personal information that we hold can sent on request, if you have any questions about Our data retention policy, please email: [info@leisure-net.org](mailto:info@leisure-net.org)

### **Information Storage**

We generally store and process your information within the European Economic Area (EEA).

Where we need to transfer your information outside of the European Economic Area we only do so to countries which have been determined by the European Commission to have an adequate level of data protection//or where we transfer personal information to countries that have not been determined to have an adequate level of protection we do so using a variety of legal mechanisms, including contracts, to help ensure your rights and protections.

### **Your Rights**

You have specific rights connected to provision of your personal information to us. These include your rights to request that we:

- confirm to you what personal information we may hold about you, if any, and for what purposes
- change the consent which you have provided to us in relation to your personal information
- correct any inaccurate or incomplete personal information which we may hold about you
- stop the processing of your personal information, whilst an objection from you is being resolved
- permanently erase all your personal information promptly, and confirm to you that this has been done (there may be reasons why we may be unable to do this)
- stop the processing of your personal information for the purpose of direct marketing

### **You also have the right to**

withdraw consent that you have provided to us to process your personal information, at any time

object to profiling or to any decisions being taken by us by automated means

If you have a concern about the way we are collecting or using your personal data, if we do not address your request, or fail to provide you with a valid reason why we have been unable to do so, you have the right to contact the Information Commissioner's Office to make a complaint.

## **Cookies**

A "cookie" is a small, often encrypted text file, located in your web browser directory. The text in a cookie often consists of a string of numbers and letters that uniquely identifies your computer, but it can contain other information as well. Cookies are often used by web pages to help users navigate their websites efficiently and perform certain functions within the page or login.

Each website can send its own cookie to your web browser if your browser preferences allow it. Similar technologies are also often used within emails to understand whether the email had been read and if any links have been clicked. We use this information to track your movements through our website, to find out how it is being used and to assess its usefulness. Personal information about you is not collected during the tracking process.

Internet browsers normally accept cookies by default. However, it is possible to set an internet browser to reject cookies. By using our website, you are consenting to our use of cookies unless you set your internet browser to reject cookies.

You can disable the cookies that we attach if your browser supports this. However, you should bear in mind that if you exercise this option, you may be unable to use some of our on-line services.

## **Changes to this Policy**

We may revise or update this policy from time to time to reflect changes in our activities or for other purposes. If we do so, we will post notice of the change on our website. Please revisit this policy each time you consider giving personal information.