



DATA PROTECTION POLICY

This Privacy Statement describes how Viney Hill Christian Adventure Centre manages personal information and respect your privacy. This policy may be amended from time to time. We encourage visitors to and users of our site to regularly review our Privacy Policy.

All "**Personal Information**" (which is defined as any information that identifies or can be used to identify, contact, or locate the person to whom such information pertains) that we collect and maintain will be subject to this Privacy Policy.

If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our office at info@vineyhilladventure.org

COLLECTING PERSONAL INFORMATION

We have appointed a data protection officer (DPO) for Viney Hill Christian Adventure Centre who is responsible for overseeing questions in relation to this privacy notice. If you have any questions, concerns, or requests about this privacy notice, how we manage your Personal Information, or any other issue relating to your Personal Information, please contact Jon Holden at:

Viney Hill Christian Adventure Centre
The Old Vicarage
Viney Hill
Gloucestershire
GL154NA
infor@vineyhilladventure.org

01594 516162

COLLECTION OF PERSONAL INFORMATION

If you book to visit our site or take part in activities, we will collect the following Personal Information from you:

- Contact information such as your name, phone numbers, address and email address
- We may have bank details on invoices, purchase orders or cheques
- We may have collected medical forms from you with name, address and medical details.

UPDATING YOUR PERSONAL INFORMATION AND PRIVACY PREFERENCES

We do not hold, or process on behalf of a third party, any of your personal information.

To request or change any information we hold, please contact us at info@vineyhilladventure.org

You have the right to access and correct or delete your Personal Information at any time. This may be accomplished by contacting the office us on info@vinehilladventure.org or 01594 516162

HOW YOUR PERSONAL INFORMATION IS USED

Viney Hill Christian Adventure Centre collects your information in order to provide services to you, comply with our legal obligations, and to deliver our activities safely. We do not sell, rent or share your personally identifiable information to or with third parties in any way. We may use this information to:

- Process your financial transactions.
- Send you information.
- Respond to customer service requests, questions and concerns.
- Administer your bookings and activities.
- Inform us of any medical information that may affect your ability to take part in activities.
- Keep you informed about special offers and services of Viney Hill Christian Adventure Centre.

SHARING YOUR INFORMATION

We do not sell, rent or share your personally identifiable information to or with third parties in any way.

In certain situations, Viney Hill Christian Adventure Centre may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

Where required by law (e.g., to comply with a subpoena, warrant, court order, or legal process served on Viney Hill Christian Adventure Centre), and when we believe that disclosure is necessary to protect our rights, avoid litigation, protect your safety or the safety of others, investigate fraud, and/or respond to a government request. We may also disclose information about you if we determine that such disclosure should be made for reasons of national security, law enforcement, or other issues of public importance.

INFORMATION SHARING WITH SERVICE PROVIDERS / AGENTS

We use an outside provider for catering. The only information we pass on is that contained within the catering form you have completed.

We do not sell or otherwise provide Personal Information to other companies for the marketing of their own products or services.

DATA RETENTION

We will retain your information within our cloud based booking and finance systems to ensure an efficient process for current and future bookings. This booking system is called Cinolla and is GDPR compliant. We also store information on our finance system for invoicing and payments and accounting. This system is called Xero which is also GDPR compliant.

If you wish to delete your account or request that we no longer use your information to provide you services contact us at info@vineyhilladventure.org. We will respond to your request within 30 days. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

CHOICE / OPT OUT

You may "opt out" of receiving marketing emails or bulletins, email updates and newsletters by clicking on the 'unsubscribe' link in any emails we send you.

PROTECTION OF YOUR PERSONAL INFORMATION

The Personal Information that you provide in connection with the use of the Centre or activities is protected in several ways.

- Your Personal Information resides on secure servers that only selected Viney Hill Christian Adventure Centre personnel have access to via password.
- Medical forms are kept in a secure place and only accessible to relevant staff such as Instructors who are delivering activities. We keep them for 6 months in case of any medical incidents not reported to us at the time of your visit. We then destroy them.
- In the case of an accident while taking part in any of our activities or on our site, we will keep your medical form and accident form in a secure place for up to 5 years, in case of any legal process as a result of the accident or incident.

We strive to protect the Personal Information submitted to us, both during transmission and once we receive it. However, no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we take into account the sensitivity of the Personal Information we collect, process and store, and the current state of technology to use these measures protect your Personal Information, we cannot guarantee its absolute security.

If you have any questions about security on our websites, you can send email to us at info@vineyhilladventure.org

CHANGES IN PRIVACY POLICY

Viney Hill Christian Adventure Centre reserves the right to amend the Privacy Policy from time to time at its sole discretion and will provide notice by email, or on the Data Protection page of our website when we make material changes to this Privacy Policy prior to the change becoming effective. If as the result of such changes, you want to alter the ways in which Viney Hill Christian Adventure Centre is allowed to use your Personal Information, you can do so by emailing info@vineyhilladventure.org.

You will be deemed to have been made aware of, and will be subject to, any material changes to the Privacy Policy after such notice has been posted.

LINKS TO THIRD PARTY SITES

Our site includes links to other websites whose privacy practices may differ from those of Viney Hill Christian Adventure Centre. If you submit personal information to any of those sites, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy of any website you visit.

SOCIAL MEDIA WIDGETS

Our websites may include Social Media Features, such as the Facebook Like button and Widgets, such as the Share this button or interactive mini-programs that run on our site. These Features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the Feature to function properly. Social Media Features and Widgets are either hosted by a third party or hosted directly on our site. Your interactions with these features are governed by the privacy policy of the company providing it.

PRIVACY COMPLAINTS

Individuals located in certain countries, including the European Economic Area, have certain statutory rights in relation to their personal data. Subject to any exemptions provided by law, you may have the right to request access to Information, as well as to seek to update, delete or correct this Information.

To the extent that Viney Hill Christian Adventure Centre's processing of your Personal Data is subject to the EU General Data Protection Regulation, Viney Hill Christian Adventure Centre relies on its legitimate interests, described above, to process your data. Where Viney Hill Christian Adventure Centre processes certain Personal Data for Viney Hill Christian Adventure Centre's own direct marketing purposes, you have a right to object to our use of your Personal Data for this purpose at any time by clicking on the link, 'unsubscribe' and opting out from receiving all email.

Viney Hill Christian Adventure Centre takes its users' privacy concerns seriously. If you believe that we have not complied with this Privacy Policy with respect to your Personal Information, you may contact the Centre or Deputy Manager at info@vineyhilladventure.org or by writing to:

Viney Hill Christian Adventure Centre
The Old Vicarage
Viney Hill
Gloucestershire
GL154NA

In your letter please describe in as much detail as possible the ways in which you believe that the Viney Hill Christian Adventure Centre Privacy Policy has not been complied with. We will investigate your complaint promptly.

If you have any questions about this Privacy Policy, the practices of this Centre, or your dealings with this website, you can contact our Data Protection Officer at info@vineyhilladventure.org or the address above.