

Charterhouse Club Customer Privacy Policy

This privacy policy sets out how Charterhouse Club uses and protects any information that you give Charterhouse Club.

Charterhouse Club is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

Charterhouse Club reserves the right to amend this policy as required from time to time. We recommend you check this page regularly on our website www.charterhouseclub.co.uk and review any updates.

General Data Protection Regulations 2018 (GDPR)

Charterhouse Club complies with the GDPR and it shall be acting as a data processor under these Terms pursuant to the definition in the GDPR.

The Charterhouse Club as the data processor shall only process data as instructed by a Member. Data is collected purely for administrative purposes, communications about the Charterhouse Club's activities and to review the standard of the services provided (the "Specified Purpose").

Please note that the Charterhouse Club Website is subject to an additional and separate privacy policy that Members will accept when using the Charterhouse Club website. Members should check this page from time to time to ensure that they are happy with any changes.

What we collect

Under the GDPR, the Charterhouse Club may hold personal data including photos of individual Members for a lawful and specified purpose and will only use it for that purpose.

We may collect the following information:

- name and job title
- contact information including address and email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers
- financial /bank details
- medical information

What we do with the information we gather

We gather this information to better understand your needs and provide you with a better service. We may use this information:

- for internal record keeping
- to improve our products and services.
- to periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided. Under General Data Protection Regulations 2018 you have the option to opt in to these communications.
- to contact you for market research purposes. We may contact you by email, phone or mail.
- to customise the website and our services according to your interests.

Security

Charterhouse Club has put the appropriate security measures in place to ensure personal data is protected as well as ensuring that personal data held on a database will not be held for longer than is necessary. If any of the information we hold about a Member is inaccurate, the Club will do its best to correct it quickly once the

Member notifies the Club. For any questions regarding data protection please contact the Commercial Director.

CCTV

In the interests of security and the health and safety of members and staff, the Charterhouse Club may operate CCTV cameras at various points inside and outside its premises.

Access to recorded images will be restricted to authorised members of staff only.

Third party service providers

We do pass information to third party service providers. However, when we do use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place with them to keep that information secure and to ensure they do not use it for their own direct marketing purposes.

Controlling your personal information

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, 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
- 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 that 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.

How you can access your data and update your information

The accuracy of your information is important to us. We are working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change your email address, or any of the information that we hold about you please do email us at: membershipadmin@charterhouseclub.co.uk

You may request details of personal information that we hold about you under the General Data Protection Regulations 2018. If you would like a copy of the information held on you please write to membershipadmin@charterhouseclub.co.uk.

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