



**CHARTERHOUSE ENTERPRISES LTD**

## **CEL Website Privacy Statement (Charterhouse Club)**

Charterhouse Enterprises Ltd is committed to protecting and respecting your privacy.

This policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this policy from time to time, so please check this page to ensure that you're happy with any changes. By using our website you are agreeing to be bound by this policy.

## **How we collect information from you?**

We obtain information about you when you use our website, for example, when you fill in a form through the website.

## **What we collect**

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

## **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.
- 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.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information for long as it is necessary for the relevant activity.

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information that you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Third party service providers**

We do not pass any information from our website to any 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:

- 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 address below. 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](mailto:membershipadmin@charterhouseclub.co.uk)

You have the right to ask for a copy of all personal information that we hold about you under the General Data Protection Regulations 2018.