

Thorpe Woodlands Adventure Centre Trust



PRIVACY POLICY

When you use Thorpe Woodlands services, you trust us with your information. This Privacy Policy is meant to help you understand what data we collect, why we collect it and what we do with it. At Thorpe Woodlands, we are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

INFORMATION WE MAY COLLECT FROM YOU

You may give us information about you by filling in forms or corresponding with us by phone, e-mail or otherwise. This includes information you provide about other members of your group when making a booking or arranging a visit to Thorpe Woodlands.

The information we collect may include names, emergency contacts, addresses, e-mail addresses, phone numbers, financial and medical details. During your visit to Thorpe Woodlands we may take photographs and video (including CCTV images). We will not share this information with any other organisation without your permission.

We use information held about you in the following ways:

- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
- to provide you with information about services or offers we feel may interest you.
- To seek feedback from you in relation to our services.

WHERE WE STORE YOUR PERSONAL DATA

All personal information you provide to us in hard copy is stored securely on our premises. Any digital information will be stored on a password protected computer or remote server.

Unfortunately, the transmission of information via the internet (email) is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk.

YOUR RIGHTS

You have the right to access any information held about you and the right to ask us not to store or publish any of your personal data including photographs and video.

You can exercise this right at any time by contacting us at Thorpe Woodlands Adventure Centre, Shadwell, Thetford, Norfolk IP24 2RX or emailing admin@thorpewoodlands.co.uk

ACCESS TO INFORMATION

The Freedom of Information Act and General Data Protection Regulations gives you the right to access information held about you. Your right of access can be exercised at any time by contacting us.

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to admin@thorpewoodlands.co.uk