

Privacy Policy of Manor House Leisure Limited t/a Karting North East

"We", "Our", "US" means Manor House Leisure Limited t/a Karting North East

This privacy policy sets out how Manor House Leisure Limited t/a Karting North East uses and protects any information that you give us.

We are 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. We may change this policy from time to time. Regular reviewing of this will ensure that you are always kept aware of what information we collect, how we use it and under what circumstances. This policy is effective from 1st May 2018.

Confidentiality and Security

Any information you provide will be held securely and in accordance with the Data Protection Act 1998.

What we collect

We may collect the following information:

- Name
- Company Name
- Contact information including email address, phone number
- Demographic Information (Address)
- Date of birth

How we use your information

When you make a booking or enquire about an event, via the website, email, face to face or over the phone, we collect personal data that you voluntarily provide to us. We do not collect any personal information from you unless it is voluntarily provided.

The reason we collect this is:

- To fulfil the contract
- To maintaining a record of your race or event history with us
- To provide you with the best level of customer service in a timely manner as well as being able to offer support regarding your enquiry or booking
- 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, from time to time, for market research purposes. We may contact you by email, phone or mail.

We may use your personal data for marketing & communications purposes in order to present offers or services that we believe are of particular interest to you. You will always be able to unsubscribe from these communications. The opportunity to unsubscribe will always be displayed within all communications. You can unsubscribe from emails using the unsubscribe link situated at the bottom of any marketing emails you

receive from us or by writing to us or emailing us at info@kartingnortheast.com. It may take up to 30 days to process your request, during which period you may continue to receive communications from us.

Data

Personal data collected will be reviewed periodically to determine whether we should still hold it. 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.

Providing your personal data to others

We will not sell or rent any data you share with us without your consent. In some circumstances we may need to disclose your personal details to a third party so that they can provide a service you have requested, or fulfil a request for information. Any information we pass to a third party will be held securely by that party, and in accordance with the Data Protection Act 1998 and that their use of and storage of data complies with GDPR and our own Privacy Policy.

Use of cookies

Cookies are sometimes used to improve the website experience, cookies are small text files that your browser leaves on your hard drive to allow for personalisation of certain aspects of visits to websites. We may use cookies to record information about the visitors to our website. We use this information to improve our website through enhancing the visitor experience. Please note that no identifiable information is recorded, you can easily decline or remove cookies within your internet settings or browser settings.

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 website. Therefore, we cannot be responsible for the protection and privacy of any information which 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 only.

Payment Security

Payments made through our website use the Sage Pay payment gateway to process card transactions. Sage Pay is PCI DSS (Payment Card Industry Data Security Standard) compliant to the highest level. Due to the inherent insecurity of data sent over the internet we cannot guarantee the security of data transmission.

Your Rights

The GDPR provides the following rights

- 1. The right to be informed**
- 2. The right of access**
- 3. The right of rectification**
- 4. The right to erasure**
- 5. The right to restrict processing**
- 6. The right to data portability**
- 7. The right to object**
- 8. Rights in relation to automated decision making and profiling**

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please write to us at Karting North East, Warden Law Motorsports Centre, Sunderland, Tyne and Wear, SR3 2PR.

If you believe any information we hold of you is incorrect or incomplete, please write to us on the address above or email us as soon as possible. We will promptly correct any information found to be incorrect.