

PRIVACY POLICY

Core Websites ("we" or "us") are committed to protecting and respecting your privacy.

This Policy (together with our terms of use and any other documents and policies referred to therein) 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.

For the purpose of the Data Protection Act 1998 ("the Act") and the General Data Protection Regulation, the Data Controller is Mr Gavin Davies of Core Websites, 10 West Road, Old Colwyn, Colwyn Bay, Conwy. LL29 9DU.

INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- Information that you provide by completing details on our website core-websites.com ("our site"), or on our booking system. This includes information provided at the time of registering to use our site, subscribing to our services, making reservations or requesting further services or information. This information is used to create an account for you on our system within which reservations, bookings, requests and other information may be held in order to provide you with appropriate service and responses.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them. We may also ask you for information when you enter a competition or promotion sponsored by Core Websites, or when you report a problem with our site. If you contact us for any reason, we may keep a record of that correspondence.
- Details of reservations and transactions you carry out through our site and of the fulfilment of your requirements.
- Details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

IP ADDRESSES

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

COOKIES

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookies Policy.

WHERE WE STORE YOUR PERSONAL DATA

All information you provide to us is stored on secure servers. Any payment transactions will be encrypted using relevant secure technology or handled in a secure fashion in line with our policies.

Some data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy. Unfortunately, the transmission of information via the internet 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, or any partner, site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

USES MADE OF INFORMATION

We use information held about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.

- To notify you about changes to our service.

We may also use your data with your consent to provide you with information about services and information which may be of interest to you and we may contact you about these by post or e-mail. If you are a customer, we will contact you by electronic means (e-mail or SMS), unless you have indicated that you do not have an electronic means of contact, with information directly relevant to your reservation with us, or about services similar to those which were the subject of a previous sale to you.

Your consent is required for us to use your personal data for our own marketing purposes, and we provide a tick box in order for you to provide this.

Personal data as part of your account is held for a maximum of seven years (in line with legislative requirements) and personal data for marketing purposes is held for a maximum of three years, after which data is deleted unless it is required to be securely archived for legal reasons.

DISCLOSURE OF YOUR INFORMATION

We do not make personal data available to any third parties, other than in the following circumstances:

- Suppliers directly involved in providing business support services for us (specifically our booking and payment systems).
- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Core Websites or substantially all of its assets are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use or terms and conditions of supply and other agreements; or to protect the rights, property, or safety of Core Websites, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

YOUR RIGHTS

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes. You can exercise your right to prevent such processing by not ticking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at Core Websites by post or by email.

You also have the right to ask us to delete your personal data at any time by contacting us at Core Websites by post or by email. In such cases data will be deleted unless it is required to be retained for legal purposes. Our site may, from time to time, contain links to and from the websites of our partner networks. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

ACCESS TO INFORMATION

You have the right to access information held about you. Your right of access can be exercised in accordance with the relevant legislation. Any access request may be subject to a fee to meet our costs in providing you with details of the information we hold about you.

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on our website and, where appropriate, notified to you by e-mail.

CONTACT INFORMATION

Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to the Data Controller, Mr Gavin Davies of Core Websites, 10 West Road, Old Colwyn, Colwyn Bay, Conwy. LL29 9DU or via e-mail at office@core-websites.com