

# Our Privacy Policy

## How we collect and use your information

### **Information you provide us directly:**

We ask for certain information such as your name, membership number, address, phone number and email address when you book a place on one of our rallies or if you correspond with us. We use this information to reserve your place on a rally, and, if you are a Cumbria Centre member, to help us determine your eligibility to any rally fellowship awards at the time of the AGM. The information may also be used to check your right to attend any particular event with the member services of the Caravan and Motorhome club. Some of the information you supply will also be passed on to the rally marshal to enable them to organise any events on a rally that you may attend. We may also use the information we collect, such as your email address, to contact you regarding any booking you have made and to provide you with service information, such as rally cancellations. We also assume any personal data you provide relating to other individuals is done with their consent.

### **Third party information:**

We may also receive third party information about you. This information is limited to your membership status with the Caravan and Motorhome Club. If you cease your registration with Cumbria Centre, we will no longer be able to provide you with any closed membership services that may be available to registered members.

### **Analytics information:**

We may directly collect analytics data, or use third-party analytics tools and services, to help us measure traffic and usage trends for the website. These tools collect information sent by your browser or mobile device, including the pages you visit and other information that assists us in improving your use of the website. We collect and use this analytics information in aggregate form such that it cannot reasonably be manipulated to identify any particular individual user.

### **Third party links:**

Our site may also include links to third party sites offering products and/or services. These third-party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites and you use these links at your own risk. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

### **Cookies information:**

When you visit our website we may send one or more cookies (a small text file containing a string of alphanumeric characters) to your computer that uniquely identifies your browser and lets us help you log in faster and enhance your navigation through the site. A cookie may also convey information to us about how you use the Service (e.g. the pages you view, the links you click and other actions you take on the website) and may allow us to track your usage of the website over time. A persistent cookie remains on your hard drive after you close your browser. Persistent cookies may be used by your browser on subsequent visits to the site. Persistent cookies can be removed by following your web browser's directions. A session cookie is temporary and disappears after you close your browser. You can reset your web browser to refuse all cookies or to indicate when a cookie is being sent. However, some features of the website may not function properly if the ability to accept cookies is disabled.

### **Sharing of your information:**

Without exception, we will not rent, sell or share any of your information to any third party outside Cumbria Centre. The information we collect is also **NOT** used for marketing purposes in any way. Information will only be shared to enable us to provide you with services available on this website as outlined in the section entitled "Information you provide us directly"

# How We Store and Protect Your Information

## **Storage and Processing:**

Your information collected through the website may be stored and processed in the United Kingdom or any other country which provides web hosting services to us. This means that the information you provide will be transferred to and hosted on servers in these countries and by submitting the requested information you hereby expressly consent to such transfers.

## **Keeping your information safe:**

All personal information is fully encrypted during all transactions. Please note, however, that no data transmission over the Internet is completely secure. As a result, while we endeavour to protect your personal information, we cannot ensure or warrant the security of any information you provide to us and you transmit such information to us at your own risk. Once we receive your transmission we endeavour to ensure the security of your personal information on our systems.

## **Compromise of information:**

In the event that any information under our control is compromised as a result of a breach of security, the centre will take reasonable steps to investigate the situation and where appropriate, notify those individuals whose information may have been compromised and take other steps, in accordance with any applicable laws and regulations.

## **Updates:**

From time to time, updates will be made to this privacy policy. If you have registered a valid email address, we will notify you by email that changes are going to be made to give you the opportunity to consider continued use of our website. If you are unsure of anything contained in this policy or require further information, please use the contact form to send a message to the centre.