

DATA PROTECTION NOTICE

This Data Protection Notice contains the information You need in order to understand how Your personal data is used by us. For further information please contact us with the contact details provided below in section 11 or view our website at <https://olddownestate.co.uk/privacy-policy/>

In this Data Protection Notice:

We/Us/Our means the Old Down Estate (also referred to as “the **Estate**”).

Our/the Website means the www.olddownestate.co.uk

You/Your refers to you, the person using our Website

In order to provide you with information, prices and/or tickets for the events at Our property, we collect a certain amount of personal data. "Personal data" means data relating to a living individual who is or can be identified either from the data or from the data in conjunction with other information.

This Data Protection Notice sets the basis on which we gather, use, disclose and process any personal data we collect from You, or that You provide to us. We will use Your personal data only for the purposes and in the manner set forth below which describes the steps we take to ensure our processing of Your personal data is in compliance with the General Data Protection Regulation ((EU) 2016/679) (the **GDPR**) and any implementing legislation.

Please read the following carefully to understand our use of Your personal data.

Your Right to Object – Please note that You have a right to object to the processing of Your personal data where that processing is carried out for our legitimate interests.

1. What Personal Data We May Collect about You?

In order to provide you with information about our Estate and the events at the Estate we need to collect and process personal data about you. The types of personal data that are processed may include:

Category	Types of Data Collected
Individual details	Name, address other contact details such as email address and phone number, gender, marital status, IP address, bank account details or payment card details.

Please note that we do not retain payment card details after they have been processed for payment.

2. The Purposes of, and Legal Basis for, the Processing of Your Personal Data

We hold, disclose and process Your personal data in order to provide information on the Estate, manage events being held at the Estate, take bookings for rooms and events, and cookies that will allow the

Website to recognize you and your preferred settings saving you from re-entering information on return visits to the site.

We may also use Your personal data where:

- a) it is necessary to comply with our legal and regulatory obligations (for example, complying with reporting obligations to the Information Commissioners Office);or
- b) You have consented to processing Your information in a particular way.

3. Who We Share Your Information with

In order to provide our services and to comply with legal obligations imposed on us, it may be necessary from time to time for us to disclose Your personal data to third parties, including without limitation to the following:

- With our agents and third parties such as identification verification companies and credit card companies who provide services to us to help us administer our products and services;
- with regulatory bodies and law enforcement bodies (where we are required to do so to comply with a relevant legal and regulatory obligation);
- legal, financial and other professional advisors.

4. Transfer of Personal Data outside the EEA

The personal data we collect from You may be transferred to, and stored at a destination outside of the European Economic Area (**EEA**) for purposes described above. These countries may not provide an adequate level of protection in relation to the processing of Your personal data. Due to the global nature of the company who own the servers that we utilise for our business, Your personal data may be disclosed to members of our group outside of the EEA, including in particular Switzerland, Bermuda and the U.S.

However, to ensure that Your personal data receives an adequate level of protection we have ensured that the following appropriate safeguards are in place to protect the privacy and integrity of such personal data:

- **Model Clauses:** standard clauses in contracts with our above listed third parties to ensure that any personal data leaving the EEA will be transferred in compliance with EU data-protection law. Copies of these clauses are available if you require them, please contact us using the details in section 10; and
- **EU/Swiss-U.S. Privacy Shield:** an agreement between the EU and the Governments of Switzerland and the US concerning the treatment of data concerning EU citizens. Some of the relevant third parties are certified under the EU/Swiss-U.S. Privacy Shield.

5. How Long we Keep Your Personal Data

We are required to ensure that Your personal data is accurate and maintained in a secure environment for a period of time no longer than necessary for the purposes for which we are processing Your personal data which would be for no longer than 6 years, this period would start after the date that you shared your information or the date of the event that you booked to attend (whichever is the latest). We may also keep information after our relationship ends in order to comply with applicable laws and regulations and for use in connection with any subsequent legal claims.

6. Your Data Rights

You have several rights in relation to Your personal data. You have a right to:

- access a copy of Your personal data held by us;
- request rectification of Your personal data if it is inaccurate or incomplete;
- request erasure of Your personal data in certain circumstances;
- restrict our use of Your personal data in certain circumstances;
- move (or port) personal data which You have given us to process on the basis of Your consent or for automated processing;
- object to the processing of Your data where our legal basis for processing Your data is for our legitimate interests; and
- not to be subject to a decision based on automated processing, including profiling which has legal or similar significant affects.

However, these rights may not be exercised in certain circumstances, such as when the processing of Your data is necessary to comply with a legal obligation or for the exercise or defence of legal claims. If You wish to exercise any of Your rights in this regard please contact us using the details in Section 9. We will respond to Your request in writing, or orally if requested, as soon as practicable and in any event not more than one month after receipt of Your request. In exceptional cases, we may extend this period by two months, and if we do this we will tell you why. We may request proof of identification to verify Your request.

7. Consequences of Failure to Provide Information

If we or any of the parties detailed above cannot collect information requested from You, it may make it difficult, impossible, or unlawful for us to provide the product or services that you requested on our Website.

If we or any of the parties listed above ask for information and You do not wish to give it to us, or if You wish to withdraw consent to the use of Your personal data, we will explain the consequences based on the specific information concerned including whether it is a legal or contractual requirement that we use such data. If You have any queries in respect of the consequences of not providing information or withdrawing Your consent, please contact us using the details in Section 8.

8. Further Information

If You require any further information about how we use Your data or if You want to exercise any of Your rights under this Data Protection Notice, please contact us on the details below:

Old Down Estate
Data Protection Officer Old Down Estate Lysander House Catbrain Lane Cribbs Causeway Bristol

BS10 7TQ
Tel: 01454 414081 Email: info@olddownestate.co.uk

9. Your Right to Complain to the ICO

If You are not satisfied with our use of Your personal data or our response to any request by You to exercise any of Your rights in Section 6, You have the right to lodge a complaint with the Information Commissioner's Office. Please see below contact details:

England	Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF Phone: 0303 123 1113 (local rate) or 01625 545 745 (national rate) Email: casework@ico.org.uk
Scotland	Information Commissioner's Office 45 Melville Street Edinburgh EH3 7HL Phone: 0303 123 1115 Email: scotland@ico.org.uk
Wales	Information Commissioner's Office 2 nd Floor Churchill House Churchill way Cardiff CF10 2HH Phone: 029 2067 8400 Email: wales@ico.org.uk
Northern Ireland	Information Commissioner's Office 3 rd Floor 14 Cromac Place Belfast BT7 2JB Phone: 0303 123 1114 (local rate) or 028 9027 8757 (national rate) Email: ni@ico.org.uk

Cookie Policy

Like many websites we use cookies to store and then retrieve small bits of information on your computer when you visit. This information is used to make the site work as you expect it to. It is not personally identifiable to you, but it can be used to give you a more personalised web experience.

Some of the information stored is put there by other companies whose software we have added to the site, and this can also impact your experience of other websites you may visit after leaving ours.

If you continue to use this site without taking action to prevent the storage of this information, you are effectively agreeing to this use.

If you want to learn more about the general uses of cookies, including how to stop them being stored by your computer, please visit [Cookiepedia](#) - all about cookies.

Below is a list of the different types of cookies used on this site, and an explanation of what they are used for. If you would like any more information, please get in touch.

Cookie	Name	Purpose
Shopping Basket	PHPSESSID	This cookie is used to keep track of what items are in a user's shopping basket.
Google Analytics	<code>_ga</code> <code>_gat</code>	<p>These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.</p> <p>Read Google's overview of privacy and safeguarding data</p>
New Relic	<code>__cfduid</code>	<p>This cookie is used to collect information about visitor's experience of the site in terms of performance. This helps us to monitor that our systems are working quickly and effectively, and to identify any problematic areas.</p> <p>Visit the New Relic website</p>