



## The Clacton Pier Company Limited

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### Privacy Policy

The Clacton Pier Company Limited is committed to the protection of your privacy. All personal information given to us through this website, and information provided when registering a Fun Card or Annual Ride Pass at a Clacton Pier self-service kiosk, via our website or at any point of sale will only be held and used with care and in accordance with this policy and the Data Protection Act 2018.

Your use of this website constitutes your agreement to the terms of this Privacy Policy.

### Use of Personal Information and Your Preferences

The Clacton Pier Company Limited collects data from customers when they register Fun Cards or Annual Rides Passes or make a purchase online.

We use this data to corroborate our customers' identity, process payments, manage orders including delivery, communicate with customers about orders, products, services and promotions, manage customer accounts, display personalised content and recommend merchandise and services that might be of interest.

We may also use this data to further develop this website to be of use to other customers and to manage security.

We may use your contact details to communicate with you, send you offers and information about Clacton Pier and our partners products and services.

We may contact you by post, email and/or telephone for these purposes.

We will NOT share your email address with 3rd party companies for marketing purposes.

### Collection and Use of Information

When you view this website by linking from another web page (i.e. Google) The Clacton Pier Company Limited may store the name of that web page for the purposes of internal administration and analysis.

We also gather data about our customer's use of this website.

We may share non-personal, anonymous, aggregate statistics (group) data about visitors to this website, use and other traffic patterns with connected, or third parties.

In order to process your registration and enable management of this website, your personal information may be passed to third party service providers, across secure networks, which may process your information on our behalf and under our control.

By using this website, you agree that any successor operator of the Clacton Pier business may use your personal information on the same basis as we do.

We will not disclose your personal information to third parties except as outlined above or in the unlikely event that we are required to do so by court order or other legal requirement.

### **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 or if we intend to disclose your information to any third party for such purposes.

You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data.

You can also exercise the right at any time by contacting us at [info@clactonpier.co.uk](mailto:info@clactonpier.co.uk).

This website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates.

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**

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Data Protection Act 2018.

Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

### **"Cookies"**

Clactonpier.co.uk uses cookies to store information essential for your user experience while browsing this website. These are small pieces of information that are stored by your browser on your computer's hard drive.

Our cookies do not in themselves recognise the individual user, unless you are logged in, but will recognise the computer you are using so that we know when you are returning to this website.

Most browsers will automatically accept cookies, but you can change the settings on your browser to prevent this happening. Disabling cookies may adversely affect your usage of this website.

### **Where we store your Personal Data**

The 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 us or for one of our suppliers. Such staff maybe engaged in, among other things, 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.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of this website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

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 this website; 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.

### **Links to other Websites**

We may from time to time refer to or establish relations with companies, organisations and public bodies that will enable you to access their websites directly from this website.

Each company, organisation or public body operates its own policy regarding privacy the sale of personal data and the use of cookies.

If you have a particular interest in, or concern regarding the way your data will be used then you are advised to read the Privacy Statement on the relevant website.

We will try to provide you with links to high quality, reputable websites which we believe will be of interest and relevant to you, but please note that such third-party websites are not under our control, and we do not contribute to the content of such websites.

When you click through to any of these websites you leave the area controlled by The Clacton Pier Company Limited.

We cannot accept responsibility for any issues arising in connection with the third party's use of your data, the website content or the services offered to you by these websites.

You may provide a link (but not a framed link) to the home page of this site but not (save with our prior written agreement) in any way, which gives the impression that we are associated with or have approved such other site.

You may not reproduce or store any part of this website on any other website without our prior written consent.

### **Data Protection Act 2018**

In addition to these policies your personal data is protected in the UK by the Data Protection Act 2018. Under this Act we will only process any data we hold about you in a lawful and fair manner.

We will keep your data securely to prevent unauthorised access by third parties.

Your personal data may have to be disclosed if we are required to disclose it by law, or as a result of a lawful request by a governmental or law enforcement authority.

The Data Controller is: The Clacton Pier Company Limited of No. 1 North Sea, Clacton-on-Sea, Essex CO15 1QX.

**Policy Changes**

Any changes to this Privacy Policy made by The Clacton Pier Company Limited will be posted here and will take effect immediately.

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