

## 65 QUEEN'S GATE

### PRIVACY POLICY

65 Queen's Gate London is part of The Scout Association. We are committed to meeting our obligations under the General Data Protection Regulations 'GDPR' and ensuring the privacy and security of all personal information.

This Privacy Policy explains what personal information the company collects and how it handles this information, to ensure that an individual's rights are protected.

### PERSONAL INFORMATION

#### WHAT INFORMATION DO WE COLLECT?

When you make an enquiry or reservation with 65 Queen's Gate, we may ask you to provide certain personal information including your full name, email address, home address, contact number and upon booking, payment details.

When you visit our websites we may also collect information on an ongoing basis through on-line analytics tools about what pages you access or visit, and information about your use of our site, for example the pages viewed, the website from which you came to visit our site, changes you make to information you provided to us and your transactions including by use of cookies.

We usually also capture your IP address at the time you sign up. We may also collect information when you voluntarily complete customer surveys, provide feedback and or participate in competitions.

#### WHAT LEGAL BASIS DO WE RELY ON WHEN COLLECTING AND PROCESSING PERSONAL DATA?

**Performance of a contract:** The use of your information may be necessary to perform the contract that you have with us. For example, if you use our services to make an online reservation, we will use your information to carry out our obligation to complete and administer that reservation under the contract that we have with you.

**Legitimate interests:** We may use your information for our legitimate interests, such as provide you with the best suitable content of the website, emails and newsletters, to improve and promote our products and services, and for administrative, fraud detection and legal purposes.

**Consent:** We may rely on your consent to use your personal information for certain direct marketing purposes. You may withdraw your consent at any time by contacting us at the addresses at the end of this Privacy Statement

## WHAT DO WE USE YOUR INFORMATION FOR?

- We may use your information for the following purposes:
- in the normal course of our business, to allow us to register you to use our Event Centre and services and to provide you with our services on the basis that processing is necessary in order to perform our contract with you to provide our services;
- to allow us to manage your reservation on the basis that processing is necessary in order to perform our contract with you to provide our services;
- to store your data to pre-populate fields to make it easier for you to provide information when you return to our sites;
- to communicate with you including sending you information about products and services which we think may be of interest to you. You will be able to opt-out of such communications at any time by clicking on the unsubscribe link.
- to validate your information to check that the data we hold about our customers is accurate, consistent and up to date on the basis that processing is necessary in order to perform our contract with you to provide our services;
- in pursuit of our legitimate interests, to record CCTV footage to ensure the safety and security of our premises, staff and customers;
- to comply with any legal obligations to which we are subject

We shall periodically check that the personal data we store for you is accurate.

## WHO DO WE SHARE YOUR INFORMATION WITH?

The information and data we collect is important for us and we would not want to share this with anyone else. Unless we have your express consent, we will never disclose, rent, trade or sell your personal data to any third parties for their marketing or mailing purposes. We do disclose or transfer your data or personal information to other companies, data processors or agents employed by us to perform any necessary functions on our behalf, for example the processing of direct debit payments and bookings, but they are bound by our privacy policy and may not use this information for their own purposes.

## HOW LONG DO WE STORE YOUR PERSONAL DATA FOR?

We only store your personal information for as long as necessary for the purposes listed under the 'What do we use your information for?' section and to meet our legal obligations as a company.

## WHAT ARE YOUR RIGHTS?

**Access to your personal data:** You have the right to request a copy of any information which we hold about you. If you wish to receive a copy of this information please contact 65 Queen's Gate, 65 – 67 Queens Gate, London SW7 5JS.

**Right to withdraw:** Where you have given your consent for us to use your personal data, you may withdraw your consent at any time.

**Rectification:** You may ask us to rectify inaccurate information held about you. If you would like to update the data we hold about you, please contact 65 Queen's Gate, 65 – 67 Queens Gate, London SW7 5JS with your request.

**Erasure:** You may ask us to delete your personal data. If you would like us to delete the personal data we hold about you, please contact us on the contact details above, specifying why you would like us to delete your personal data.

**Portability:** You may ask us to provide you with the personal information that we hold about you in a structured, commonly used, machine readable form, or ask for us to send such personal data to another data controller.

**Right to object:** You may object to our processing of your personal data pursuant to this Privacy Policy. Please contact us on the contact details above, providing details of your objection.

## COOKIES POLICY

Cookies are small files saved to your computer's hard drive that track, save and store information as well as your interactions and usage of our websites. The primary purpose for collection of data from users to our site is to allow us to provide a smooth efficient and personalised experience while using our site. Where applicable the website(s) uses a cookie control system allowing you on your first visit to the website(s) to allow or disallow the use of cookies on your computer/device.

You are advised that if you do not consent to the use and saving of cookies from the website(s) on to your computer hard drive then you should take necessary steps within your web browser security settings to block all cookies from this website and its external serving vendors.

Our website uses cookies software provided by Google Analytics to monitor visitor usage to better understand how the website is used. The software will save a cookie to your computer hard drive in order to track and monitor your engagement and usage of our website, but will not store, save or collect personal information.

Other cookies may be stored on your computer hard drive by external vendors when this website uses referral programs, sponsored links or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. It should be noted that no personal information is stored, saved or collected.

Cookie	Name	Purpose	More information
Google Analytics	_utma _utmb _utmc _utmz	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	<a href="#">Click here for an overview of privacy at Google</a>

		site from and the pages they visited.	
Module cookie	Module_layout1 module_layout2 module_layout3 module_open	These cookies are used to store your personal homepage layout of the Scouts.org.uk home page.	We are working towards developing a new system that will remove the need for this Cookie.
Session cookies	res_width res_height PHPSESSID	These cookies are used to optimise you screen resolution for user logged in areas. These are session cookies and only last as long as you browser is open	These cookies are essential to the running of the site and member areas.
Style cookie	style	This cookies determines you default font size for Scouts.org.uk. On the main menu of Scouts.org.uk you can increase or decrease you font size.	We are working towards developing a new system that will remove the need for this Cookie.

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

## GOOGLE ANALYTICS

Visitors to this website who have javascript enabled are tracked using Google Analytics. Google Analytics collects the following types of information from users:

- Type of user agent (web browser) used, software manufacture and version number.
- Type of operating system
- Screen colors (color processing ability of the users screen)
- Javascript support

- Flash version
- Screen resolution
- Network location and IP address
  - Can include country, city, state, region, county, or any other geographic data.
  - Hostname
  - Bandwidth (internet connection speed)
- Time of visit
- Pages visited
- Time spent on each page of the website
- Referring site statistics
  - The website (URI) the user came through in order to arrive at this website (example: clicking on a hyperlink from Yahoo.com that took the user to this website)
  - Search engine query used (example: typing in a phrase into a search engine like Google, and clicking on a link from that search engine)

**This data is only used to optimise our website for our visitors.**

**This data DOES NOT include any personalised identification information such as:**

- Names
- Phone numbers
- Email addresses
- Mailing addresses
- Bank account numbers
- Credit card information

### **YouTube cookies**

We embed videos from our official YouTube channel using YouTube's privacy-enhanced mode. This mode may set cookies on your computer once you click on the YouTube video player, but YouTube will not store personally-identifiable cookie information for playbacks of embedded videos using the privacy-enhanced mode. To find out more please visit YouTube's embedding videos information page.

To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

## SECURITY AND DATA STORAGE

We will treat all of your information in the strictest of confidence and we will endeavour to take all reasonable steps to keep your personal information secure once it has been transferred to our systems. We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information, and data stored on our IT systems, the website(s) and associated databases. All personal information and details held on and processed by computers situated in the United Kingdom.

## OTHER WEBSITES

Our website links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

## CHANGES TO THIS PRIVACY POLICY

We may modify this Privacy Policy from time to time, so please review it regularly. If we change this Privacy Policy we shall notify you by means of notice on our site homepage. This privacy policy was last updated 22 May 2018.

## CONTACT

If you have any queries relating to this Privacy Policy or our use of your personal data, please contact 65 Queen's Gate, 65 – 67 Queens Gate, London SW7 5JS, or by email – [info@65queensgate.co.uk](mailto:info@65queensgate.co.uk).

