

College Court Privacy Policy

College Court whose office address is College Court Conference Centre Ltd, Knighton Road, Leicester, LE2 3UF, knows that you care how information about you is used and shared and we appreciate your trust in us to do that carefully and sensibly. This notice describes our privacy policy and forms part of our website terms and conditions ('Website Terms').

By accepting our Website Terms or by visiting www.collegecourt.co.uk ('the Website') you are accepting and consenting to the practices described in this Privacy Policy.

The Website is brought to you by Safedata Logistics Ltd in connection with College Court. College Court is a registered trading company since 2013. We believe it is important to protect your Personal Data and we are committed to giving you a personalised service that meets your needs in a way that also protects your privacy. This policy explains how we may collect Personal Data about you. It also explains some of the security measures we take to protect your Personal Data, and tells you certain things we will do and not do. You should read this policy in conjunction with the Website Terms.

When we first obtain Personal Data from you, or when you take a new service or product from us, we will give you the opportunity to tell us if you want to receive information from us about other services or products (as applicable). You can do this by ticking a box on your contract or registration card on arrival (residential guests only) or by joining our mailing list at www.collegecourt.co.uk. You may change your mind at any time by emailing us at the address below or by 'unsubscribing' on our digital correspondence.

Some of the Personal Data we hold about you may be 'sensitive personal data' within the meaning of the General Data Protection Regulation 2018, for example, information about your health or ethnic origin.

1 Collecting Information

We may collect Personal Data about you from a number of sources, including the following:

- 1.1 From you when you agree to take a service or product from us, in which case this may include your contact details, date of birth, how you will pay for the product or service and your bank details.
- 1.2 From you when you contact us with an enquiry or in response to a communication from us, in which case, this may tell us something about how you use our services.
- 1.3 From documents that are available to the public, such as the electoral register.
- 1.4 From third parties to whom you have provided information with your consent to pass it on to other organisations or persons.

2 Using Your Personal Information

2.1 Personal Data about our customers is an important part of our business and we shall only use your Personal Data for the following purposes and shall not keep such Personal Data longer than is necessary to fulfil these purposes:

- 2.1.1 To help us to identify you when you contact us.
- 2.1.2 To help us to identify accounts, services and/or products which you could have from us or selected partners from time to time. We may do this by automatic means using a scoring system,

which uses the Personal Data you have provided and/or any information we hold about you and Personal Data from third party agencies (including credit reference agencies).

2.1.3 To help us provide you with specific services such as dietary or accessibility requirements.

2.1.4 To help us to administer and to contact you about improved administration of any accounts, services and products we have provided before, do provide now or will or may provide in the future.

2.1.5 To allow us to carry out marketing analysis and customer profiling (including with transactional information), conduct research, including creating statistical and testing information.

2.1.6 To help to prevent and detect fraud or loss.

2.1.7 To allow us to contact you in any way (including mail, email, telephone, visit, text or multimedia messages) about products and services offered by us.

2.1.7.1 Where these products are similar to those you have already purchased from us you were given the opportunity to opt out of being contacted by us at the time your Personal Information was originally collected by us and at the time of our subsequent communications with you, and you have not opted out of us contacting you.

2.1.8 To allow us to contact you in any way (including mail, email, telephone, visit, text or multimedia messages) about products and services offered by us and selected partners where you have expressly consented to us doing so.

2.1.9 We may monitor and record communications with you (including phone conversations and emails) for quality assurance and compliance.

2.1.10 We may check your details with fraud prevention agencies. If you provide false or inaccurate information and we suspect fraud, we will record this.

2.2 We will not disclose your Personal Data to any third party except in accordance with this Privacy Policy.

2.3 We may allow other people and organisations to use Personal Data we hold about you in the following circumstances:

2.3.1 If we, or substantially all of our assets, are acquired or are in the process of being acquired by a third party, in which case Personal Data held by us, about our customers, will be one of the transferred assets.

2.3.2 If we have been legitimately asked to provide information for legal or regulatory purposes or as part of legal proceedings or prospective legal proceedings.

2.3.3 We employ companies and individuals to perform functions on our behalf and we may disclose your Personal Data to these parties for the purposes set out in clause 2.1 or, for example, for fulfilling orders, delivering packages, sending postal mail and email, removing repetitive information from customer lists, analysing data, providing marketing assistance, providing search results and links (including paid listings and links) and providing customer service. Those parties are bound by strict contractual provisions with us and only have access to Personal Data needed to perform their functions, and may not use it for other purposes. Further, they must process the Personal Data in accordance with this Privacy Policy and as permitted by the General Data Protection Regulation 2018. From time to time, these other people and organisations to whom we may pass your Personal Data may be outside the European Economic Area. We will take all steps reasonably necessary to

ensure that your Personal Data is treated securely and in accordance with this Privacy Policy and the General Data Protection Regulation 2018.

2.4 Where you give us Personal Data on behalf of someone else, you confirm that you have provided them with the information set out in this Privacy Policy and that they have not objected to such use of their Personal Data.

3 Protecting Information

We have strict security measures to protect Personal Data.

3.1 We work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information you input.

3.2 We never reveal your credit card numbers when confirming an order. Of course, we transmit the entire credit card number to the appropriate credit card company during order processing.

3.3 We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable customer information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you.

3.4 It is important for you to protect against unauthorised access to your password and to your computer. Be sure to sign off when you finish using a shared computer on site.

4 The internet

4.1 If you communicate with us using the internet, we will respond to that email about our services and products. When you first give us Personal Data through the Website, we will give you the opportunity to 'opt in' to contact you by email on future occasions. You will never be contacted should you not 'opt in' other than that of the specific enquiry. You can also always send us an email (at the address set out below) at any time if you change your mind.

4.2 Please remember that communications over the internet, such as emails and webmails (messages sent through our website), are not secure unless they have been encrypted. Your communications may go through a number of countries before they are delivered – this is the nature of the internet. We cannot accept responsibility for any unauthorised access or loss of Personal Data that is beyond our control.

5 Links

5.1 The Website may include third-party advertising and links to other websites. We do not provide any personally identifiable customer Personal Data to these advertisers or third-party websites.

5.2 These third-party websites and advertisers, or internet advertising companies working on their behalf, sometimes use technology to send (or 'serve') the advertisements that appear on the Website directly to your browser. They automatically receive your IP address when this happens. They may also use cookies, JavaScript, web beacons (also known as action tags or single-pixel gifs), and other technologies to measure the effectiveness of their ads and to personalise advertising content. We do not have access to or control over cookies or other features that they may use, and the information practices of these advertisers and third-party websites are not covered by this Privacy Policy. Please contact them directly for more information about their privacy practices. In addition, the Network Advertising Initiative offers useful information about internet advertising

companies (also called 'ad networks' or 'network advertisers'), including information about how to opt-out of their information collection.

5.3 We exclude all liability for loss that you may incur when using these third party websites.

6 Further Information

6.1 If you would like any more information or you have any comments about our Privacy Policy, please either write to us at ATT: Centre Director, College Court Conference Centre Ltd, Knighton Road, Leicester, LE2 3UF or email www.collegecourt.co.uk.

6.2 We may amend this Privacy Policy from time to time without notice to you, in which case, we will publish the amended version on the Website. You confirm that we shall not be liable to you or any third party for any change to this Privacy Policy from time to time. It is your responsibility to check regularly to determine whether this Privacy Policy has changed.

6.3 You can ask us for a copy of this Privacy Policy and of any amended Privacy Policy by writing to the above address or by emailing us at www.collegecourt.co.uk. This Privacy Policy applies to Personal Data we hold about individuals. It does not apply to information we hold about companies and other organisations.

6.4 If you would like access to the Personal Data that we hold about you, you can do this by emailing us at www.collegecourt.co.uk or writing to us at the address noted above.

6.5 We aim to keep the Personal Data we hold about you accurate and up to date. If you tell us that we are holding any inaccurate Personal Data about you, we will delete it or correct it promptly. Please email us at www.collegecourt.co.uk or write to us at the address above to update your Personal Data.

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