

Privacy Policy Statement – May 18



Privacy Policy

This is the Privacy Policy of Inverclyde Leisure. We respect the privacy of our customers and are committed to upholding the principals of the GDPR. This policy only applies to our websites and not to the websites of other companies, individuals or organisations to which we provide links.

Consent

When you sign up to receive a product or service from us, or to use our websites, we store your email address and any other information you provide. This information may include but is not limited to your name and email address.

By signing up for a product or service or to use our websites, you agree to the collection, storage and processing of your information in the manner set out in this policy. Should we change our policy, we will notify you of those changes here.

Data Use

In general, we use the personal information we collect from you to process orders, identify personal preferences and match your needs with relevant products and services. Please note that we **do not** give, rent or sell your email address to outside companies.

We use the information you provide to permit access to the MEMBER ONLY areas of our websites, to deliver updates and newsletters and to facilitate the broadcast of our promotions.

We may also use the information to personalise your visits to our websites and to help us develop their design and layout to ensure they are as useful and enjoyable as possible. This may include asking third parties to conduct market research or trials of new features and services.

In addition, your data may sometimes be used by us to inform you about new services and offers that you might find interesting. If you no longer wish to receive this information, please email:

joyce.murdoch@inverclydeleisure.com

Any email you send to us or any of our other publications is completely confidential. We will only add your name to our email list with your permission.

Free Email Updates

If you subscribe to our free email updates, your name and email address details will be used solely for the purpose of sending you your selected free e-letter and details of recommended goods and services.

Should you wish to unsubscribe at any time, instructions are included with each email for immediate removal from the database.

Cookies

What are cookies?

Cookies are tiny text files which are downloaded onto your computer, tablet or mobile phone via your browser when you visit a website. They enable specific details about your visit to our website to be recorded, retrieved and analysed by our site during subsequent visits or by other sites that recognise the cookie.

Cookies are essential to the effective operation of our website and if you are a subscriber of our paid services for you to view the members' only content. Cookies on this site also help to tailor the products and services offered and advertised to our customers, both on this website and elsewhere.

Cookies can't harm your computer and they don't identify individual users.

Cookies on our website, including how to manage them

We use cookies across all of our Inverclyde website, cookies help you to get the most out of our website. If you disable our cookies you may find that certain sections of our website don't work, for example, you may have difficulties viewing subscription only articles. It also means that other areas of the site may not work as well as you would like.

However, if you would like to disable cookies the 'help' option on the menu bar of most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, and how to disable cookies altogether. We've set out below how to manage cookies on the most common browsers.

If you would like to learn more about cookies in general, or how to disable targeted advertising cookies, you can visit www.youronlinechoices.eu or www.aboutcookies.org (opens in a new window – please note that we are not responsible for the content of external websites).

Pixels in our HTML emails

In order to improve the emails and marketing we send you, our HTML emails may contain a campaign-unique 'web beacon pixel'. The single pixel is deleted when an email is opened, or a particular link is clicked on. By counting the number of pixels which are deleted we can assess which of our emails are more popular and what advertising our readers prefer. We can also inform our advertisers how many readers have clicked on their advertisements.

As with cookies, the pixel doesn't harm your computer and it doesn't identify individual users. We currently only provide our emails in HTML format, so if you do not wish to receive the pixel, you would need to unsubscribe from our emails.

Future updates to our Cookies and Privacy Policy

We're giving you this information as part of our initiative to comply with recent legislation, and to make sure we're honest and clear about your privacy when using our website and our services.

We monitor developments in privacy and cookie-related best practice closely and if we think changes to our policy would be of benefit to you we'll make a change to our policy.

Right to Data

You have the right to ask us for a copy of the personal information we hold about you, and to correct any inaccuracies in that information. If you have any queries regarding this privacy statement, please contact Operations Manager by email at: jim.lyon@inverclydeleisure.com

Customer Feedback and Complaints

We welcome your questions and comments about privacy issues and the design of our website. Should you have such comments or have a complaint about how we are using your personal data, please email: jim.lyon@inverclydeleisure.com

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