

PRIVACY POLICY

We at Fox Leisure (Exeter) Ltd are committed to protecting your privacy. This privacy policy explains how and for what purposes we use the information collected about you. Please read this Policy carefully. By using this Site and any services we offer via this Site, you are agreeing and consenting to the processing of your data as set out below. We will treat your personal information as confidential and in accordance with applicable data protection legislation and your personal information will only be shared with others in accordance with this Privacy notice.

When you place an enquiry with us either via our website or over the telephone, we will collect your full name and contact details (such as phone number, email address and postal address). This allows us to process your enquiry and provide you with further details. In addition, if we are providing a service to you, or on your behalf, where we are required to do so by law, we will collect information relating to your identity, which will be at least one form of photographic identification (such as a passport, a driving licence or an identification card) and one form of documentation with proof of your place of residence (such as a recent utility bill).

We will use your data to carry out any legal obligations we have with you but also to send you marketing or communication services if you have requested information from us. You can always opt out of this at any time by unsubscribing from the relevant communication, or by unsubscribing on our website <https://foxleisure.co.uk/mailing-opt-out/>. From time to time, we may also use your information to contact you for market research purposes and this may be by email, phone or mail.

We are sole owners of all information and personal data collected. Your personal data is not sold or rented to third parties, although on occasions it may be passed to third parties for marketing purposes or to mailing houses or similar third parties who act as our fulfilment agents.

We do not currently employ the use of cookies but may do so in the future, by using google analytics. This will allow us to collect data on the number of visitors to the website and see what areas of the site are used the most. This should help us improve our website and also help us with our marketing strategy. If you want to exclude yourself from being monitored by analytics, the simplest way is to use private browsing.

We store your data as securely as is practical, respecting your privacy. It is stored in a few locations; our offices, on our secure server and with our appointed third parties. We do all that we can to secure your privacy. However, no data transmission over the internet is guaranteed 100% secure. The very nature of the internet is such that there can be no absolute guarantee of security. Information can be accessed and used in ways which the company cannot foresee. We do take appropriate steps to protect the security of your personal data as required under our obligations under GDPR. However, you need to accept that information that you submit is to that extent at your own risk. The company recommends therefore that you should bear all of these matters in mind in considering what information you choose to submit.

The length of time we store your personal information will depend on the type of service you have requested from us and will be held for as long as deemed necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Data is securely deleted and/or shredded when no longer required.

You have a right to ask us to provide a copy of the personal data we hold about you. You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

CONTACTING US

If you have any questions about this privacy policy or you would like to opt out of marketing and communications from us, you may do so by using the opt out link in the emails that we send, or by contacting us via email at info@foxleisure.co.uk or in writing to Fox Leisure, Chester office :-

Data Controller - Fox Leisure (Exeter) Ltd
56 Hough Green
Chester
CH4 8JQ

Tel: 01244 679933