



(Eshton Grange)

Registered Company No 5098573. Registered Charity No 1105377.

Play Away Privacy Policy

Our commitment to protecting your privacy is paramount at Play Away.

The following statement describes how Play Away collects and uses information about people who visit us, in person or online.

If you have any queries about this statement please contact us at:
Play Away, Eshton Grange, Gargrave, Skipton BD23 3QE
Or email: playawaycentre@hotmail.co.uk

Collecting Information

We will collect personal information from you when you visit us, enquire about our centre, activities, register with us, make a donation to us or otherwise provide us with personal information.

We may also receive information about you from other people, if a friend or colleague refers you to our website.

We will also gather general information regarding the use of our facilities, website (such as which pages are visited most frequently). or Facebook page, Only anonymous information and statistics will be used which do not identify individual visitors.

This information helps us improve the services and information we offer at Play Away, on our website and social media.

We may use service providers to help us collect and analyse this information.

Personal Information

The types of personal information collected might include name, date of birth, email address, postal address, telephone number and credit/debit card details, we can also collect your opinions about a product, service or an issue.

How do we use this information?

We will use your personal information to provide you with the services, products or information you have requested, for administration purposes and to further our charitable aims, including for fundraising activities.

We may need to share your information with our service providers, associated organisations and agents for these purposes.

We will use your personal information for our own marketing purposes unless you have indicated that you do not wish to be contacted. You can opt out of receiving any marketing materials at anytime by contacting the charity at playawaycentre@hotmail.co.uk

Privacy and Security

Cookies

'Cookies' are small pieces of information sent by a web server to a web browser, which enable the server to collect information from the browser. Essentially it takes the form of a small text file deposited on your computer's hard drive.

Play Away uses cookies to ensure that you can interact with our web sites successfully, to identify you when you visit our web sites and to keep track of your browsing patterns. The use of cookies does not give us access to the rest of your computer or to personal information about you.

Personal Detail Protection

Information that you submit in a registration, indemnity or enquiry form is encrypted and stored on a secure server. However, the transmission of information over the Internet is never 100% secure so while we try to protect your personal information, we can't guarantee the security of any information you submit to us via our website.

We also take appropriate measures to ensure that the information we receive is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is used. All access to our secure server is restricted only to authorised staff.

Legal Compliance

The Play Away Charity may need to disclose your information if required to do so by law or in response to a court order or. In exceptional circumstances, where we think someone is at serious risk of being harmed, we may contact the police or a local authority safeguarding team.

Consent

By providing us with your personal information you consent to the collection and use of that information for the purposes and in the manner described in this Privacy Policy.

Links

Our website may include links to websites run by other organisations. The Play Away Charity is not responsible for the privacy practices of other organisations' websites so you should read their privacy policies carefully.

Data Protection (Rights of Access)

You have the right to ask for a copy of the information we hold about you (for which we may charge a small fee) and to have any inaccuracies in your information corrected.

If you wish to exercise these rights, please contact us at Play Away, Eshton Grange, Gangrave, Skipton BD23 3QE.

Or email: playawaycentre@hotmail.co.uk

The Play Away Charity reserve's the right to amend this privacy statement. The most up to date version will be always be available on our website so please check from time to time, continuing to use our website you will be deemed to have accepted any changes.