



PRIVACY STATEMENT

Why we need and use customer data

Clubszone will need to obtain your data for the following reasons;

- Customer communications with services they purchase
- Emergency contact information when their children are present at our clubs
- To receive offers and promotions related to the clubs they have interest in using

How we store your online information

- Information will be stored on our full secure website when registering online
- www.clubszone.co.uk is secure with their SSL certificate stated a safe and secure connection
- You will have the chance to read and accept our statements before you decide to register with us
- Card payments are processed and protected by Stripe - Stripe has been audited by a PCI-certified auditor and is certified to [PCI Service Provider Level 1](https://stripe.com/docs/security/stripe).
<https://stripe.com/docs/security/stripe>

How we keep and record manual data for our clubs

- Customers will be asked to fill out a consent form for all our holiday clubs they attend
 - These records will be kept in a folder and locked away in the building of the club
- These forms will be kept for the duration of the calendar year and then destroyed by January 31st the following year

Who can access the data?

- Full time Clubszone staff (Online Data and Manuel folders)
- Site Supervisors and Activity leaders working on the clubs (Manuel folders)

Online data will be used for communications regarding bookings, cancellations, club changes, specific information relating to the service chosen and promotions if the customer has chosen to receive.

Manuel Folders will be used for the clubs when in operation and can be accessed by the Clubszone team that on site in case of emergencies if they need to speak with the parent/guardian whilst their child is in the care of Clubszone.

