

Crown Leisure Ltd Privacy Policy

Last Updated: May 2018

Introduction

Crown Leisure respects the privacy rights of its customers. This Privacy Policy explains how information about you is collected, used and disclosed by us when you use our websites and other online products and services that contain this policy (the "Website") or when you otherwise interact with us by email, telephone or post or in person.

We may change this Privacy Policy from time to time. If you do not agree to the changes, please do not use our Website or otherwise provide us with your personal information. Please review the Privacy Policy from time to time to stay informed about our information practices and the ways you can help protect your privacy.

Collection of Information

We collect different types of information about our Website users, including:

Information provided directly by you, including your name and contact information provided when you contact us regarding customer services, sales enquires and other enquiries.

Your IP address and other information related to the time and your location may be recorded incidentally on our server but this information is not used by us nor shared with any third party.

Information collected from you as necessary to perform our services.

Use of Information

We only collect, store and use your information if you have consented to it or, to the extent that it is necessary for the performance of your agreement with us, to comply with our legal obligations or for the purpose of our legitimate interests, including operating, evaluating and improving our business.

We use your information for the following purposes:

Provide and deliver the products and services you request, process transactions and send you related information

Respond to your comments, questions and requests and provide customer service;

Detect, investigate and/or prevent fraudulent, unauthorized or illegal activity;

For any other purpose required or authorized for us to comply with our legal and regulatory obligations; and

For any other purpose for which you provided the information.

Sharing of Information

We do not share, sell, transfer or otherwise exchange your personal information with third parties, unless required for the provision of our products or services, otherwise in accordance with this

Privacy Policy, or permitted by law or unless you have given us consent. We may share information about you as follows or as otherwise described in this Privacy Policy:

With our employees, affiliates, related companies, vendors, consultants and third-party service providers who need access to such information to carry out work on our behalf or help us provide our services to you.

In response to legal process or a request for information if disclosure is in accordance with, or as otherwise required by, any applicable law, rule, or regulation;

In connection with any merger, sale of company assets, financing or acquisition of all or a portion of our business to another company; and

With your consent or at your direction

Security and Storage

We take reasonable technical and organizational measures to help protect information about you from loss, theft, misuse and unauthorized access. Further, Personal information is stored only for as long as necessary to fulfil the purpose it was collected. Data will be de-identified or deleted if no longer needed, unless further storage is required by law.

International Transfers

Where we share or transfer data outside of the EEA, our collection, storage and use of your personal information will continue to be governed by this Privacy Policy, and we take such steps as are reasonable in the circumstances to ensure it is used in accordance with this Privacy Policy.

Cookies

We do not use cookies to track usage or gather data.

Children's Data

Our Website is not intended for use by children under the age of 18. We do not knowingly collect information from children under the age of 18, but if you learn we have collected information from your child without your consent, please contact us at the address below. We will take reasonable steps to promptly erase such information from our records.

Third Party Sites

Our Website may contain links to other websites or services operated by third parties. Please note that this Privacy Policy applies only to our Website and we cannot be responsible for personal information that third parties may collect, store and use. You should always read the privacy policy of each website you visit carefully.

Data Protection Rights

You, and your legal guardian if you are a minor, may be able to exercise certain data protection rights under applicable law. Your rights under applicable law may include:

Access to the personal information we process about you as well as the right to data portability,

The right to have personal information corrected or erased,

The right to restrict the processing of your personal information

The right to withdraw your consent at any time for consent we have obtained from you, although this will not affect the lawfulness of the processing prior to the withdrawal.

You also have the right to object, at any time, to the processing of your personal information which is based on our legitimate interests.

Where we process your personal information for direct marketing purposes, you have the right to object at any time to such processing, including for profiling purposes to the extent that it is related to direct marketing. If you object to processing for direct marketing purposes, we will no longer process your personal information for such purposes. In that case we may still send you transactional or relationship messages, but only about our ongoing business relations.

To exercise these rights, you should make a request using our contact details set out below. If you are not satisfied with the way we handle your request, you may lodge a complaint with a supervisory authority in your country of residence.

CCTV

At our operational premises we may use CCTV for the following purposes

- To assist decision making in the event of a customer dispute or machine malfunction
- To protect team members and customers in the event of crime, harassment, or other inappropriate behaviour
- To assist the police with their enquiries.
- To assist us to comply with the Three Licensing Objectives as specified by the Licensing Conditions and Codes of Practice, namely to Protect Children and Vulnerable Adults, To Keep Crime out of Gambling and to Ensure Gambling is Fair and Open.

CCTV cameras are present in customer areas and in offices and cash rooms. CCTV is not present in bathrooms or changing areas.

Images are retained for up to 12 weeks under normal circumstances then automatically recorded over. In the event of a customer dispute, accident or if a crime or suspected crime has occurred we may retain these images for longer.

If you wish to contact us about any images we may hold, please contact us at the address below.

On occasion our operations may be covered by CCTV systems belonging to third parties. Please note that this Privacy Policy applies only to our own CCTV and we cannot be responsible for personal information that third parties may collect, store and use.

Contact

If you have any questions about this Privacy Policy or our practices, please contact us at:

Crown Leisure Ltd

1 Hillridge Road

Martland Park

Wigan

WN5 0LS

howdidwedo@crownleisure.co.uk