

CLWYDIAN RANGE TOURISM GROUP (CRTG)

Privacy Policy

Based on <https://gdpr.eu/privacy-notice/>

This privacy policy will explain how our organisation uses the personal data we collect from you when you use our website.

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- What are your data protection rights?
- What are cookies?
- How do we use cookies?
- What types of cookies do we use?
- How to manage your cookies
- Changes to our privacy policy
- How to contact us
- How to contact the appropriate authorities

What data do we collect?

CRTG collects data if you contact us with an enquiry or to become a member. This may include:

- Name, email address, phone number, etc.
- Bank details if you make a payment which isn't via Paypal

How do we collect your data?

You directly provide CRTG with most of the data we collect. We collect data and process data when you:

- Register online to become a member
- Voluntarily complete a customer survey or provide feedback via email.
- Use or view our website via your browser's cookies.

How will we use your data?

CRTG collects your data so that we can:

- Process your request to become a member and manage your account.
- Email you with news

How do we store your data?

CRTG securely stores your data on our computer system in order to send you our newsletter and to manage our records of subscriptions.

We will never pass your details to third parties for marketing purposes. Only our Website Administrators and Board members will have access to the information.

If you resign from membership we will only retain your details where we are required to do so. If your membership lapses and you do not renew, we will treat your personal details in the same way.

What are your data protection rights?

CRTG would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request CRTG for copies of your personal data.

The right to rectification – You have the right to request that CRTG correct any information you believe is inaccurate. You also have the right to request CRTG to complete the information you believe is incomplete.

The right to erasure – You have the right to request that CRTG erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that CRTG restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to CRTG’s processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that CRTG transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us using our contact form

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically.

For further information, visit allaboutcookies.org.

How do we use cookies?

CRTG uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

Essential Cookies

These cookies are essential to enable you to browse around our website and use its features. Without these cookies, services like shopping baskets and e-billing cannot be provided.

Performance Cookies

These cookies collect information about how you use our website — for instance, which pages you go to most. This data may be used to help optimise our website and make it easier for you to navigate. These cookies don't collect information that identifies you. All information these cookies collect is aggregated and therefore anonymous.

How to manage cookies

You can set your browser not to accept cookies however, in a few cases, some of our website features may not function as a result.

Changes to our privacy policy

CRTG keeps its privacy policy under regular review and places any updates on this web page.

How to contact us

If you have any questions about CRTG's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to **contact us**. ([link to contact page](#))

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that CRTG has not addressed your concern in a satisfactory manner, you may contact the [Information Commissioner's Office](#).