



Modern Mountains

Privacy Policy

Modern Mountains is committed to protecting customer privacy and understands the importance of ensuring that the personal information entrusted to us is protected and respected. We therefore treat personal data in accordance with our obligations under the General Data Protection Regulation.

This privacy policy sets out the basis on which any personal information we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal information and how we treat it.

WHY WE COLLECT DATA FROM YOU

We need to store and process your data if you make an enquiry or book with us, to allow us to provide our services to you. This includes, but is not limited to, your name, contact details, email, address and phone number. We also need to store your details for tax and insurance reasons.

WHO WE SHARE YOUR PERSONAL DATA WITH

We take our obligations under the General Data Protection Regulation very seriously.

There may be circumstances where we are under a duty to disclose your personal information or share your personal information in order to comply with any legal or regulatory requirement, obligation or request. This includes the police for the prevention or investigation of a crime, or our insurers, legal advisors or other third parties who need access to it in the context of managing, investigation or defending claims or complaints.

We do not sell or give your data to any third parties for their marketing purposes.

YOUR INFORMATION

We cannot guarantee that the information you send us over the internet is secure, but once we receive it we will take reasonable steps to protect the information you supply to us.

Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the Data be deleted. Even if we delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.

Our website may contain links to and from the websites of third parties. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

YOUR RIGHTS

You have the following rights in relation to your Data:

- a. **Right to access** - the right to request (i) copies of the information we hold about you at any time, or (ii) that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is "manifestly unfounded or excessive." Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
- b. **Right to correct** - the right to have your Data rectified if it is inaccurate or incomplete.
- c. **Right to erase** - the right to request that we delete or remove your Data from our systems.

- d. **Right to restrict our use of your Data** - the right to "block" us from using your Data or limit the way in which we can use it.
- e. **Right to data portability** - the right to request that we move, copy or transfer your Data.
- f. **Right to object** - the right to object to our use of your Data including where we use it for our legitimate interests.

To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact Modern Mountains in writing at modernmountainssoftplay@gmail.com.

ACCESS TO INFORMATION

The General Data Protection Regulation gives you the right to access information held about you. Any requests should be made in writing to Modern Mountains at modernmountainssoftplay@gmail.com.

All requests will be subject to the appropriate identification checks.

CONTACT AND COMPLAINTS

Questions and comments regarding this privacy policy are welcomed and should be addressed to Modern Mountains at modernmountainssoftplay@gmail.com.

You have the right to complain to a supervisory authority if you feel that we have breached the terms laid out in our privacy policy. Further information can be found at www.ico.org.uk.