

Honister Slate Mine's Website Privacy Policy

1. Why we have this privacy policy

At Honister Slate Mine, we understand the importance of safeguarding your privacy. This privacy policy outlines how we collect information from you when you use our website, how we handle that information, and your options regarding the treatment of your data. Our commitment is to protect your privacy and any information you provide when using our website will only be used for individual customer care, mailing of service details, or individual contact where necessary. We do not sell, distribute, or lease your personal information to any third parties in any circumstances.

2. The information we collect and how it is processed

Data collected by Honister Slate Mine might consist of, but is not limited to, name, address, email, phone number, age, IP address, medical conditions, and any other information gathered during the booking process or while on-site for the adventure.

At Honister Slate Mine, when booking an adventure in advance, the data you provide will be collected and processed by Honister Slate Mine and other third-party suppliers as necessary. The sole purpose of collecting this data is to facilitate the booking. Additionally, after the event, your data may be used to send relevant follow-up emails, such as requests for feedback, as well as communicate any issues with the booking.

If you provide data for marketing purposes, Honister may process it to send e-mails about its adventures, products and any special offers. All data collected will be processed securely in accordance with your consent, and you have the option to unsubscribe at any time.

Data collected at Honister Slate Mine during your adventure may be processed by Honister. This includes data collected to send your photographs. We will not store this information.

3. How we store & dispose of your information

Your information is securely stored. All personal details of participants for adventures at Honister Slate Mine will be kept on file for a duration of 6 years after a booking. We will then dispose your information using end-to-end automated data removal software.

4. Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@honister.com, [017687 77230](tel:01768777230) if you wish to make a request.

5. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at marketing@honister.com

You can also complain to the ICO if you are unhappy with how we have used your data.

Kindly note that this policy is subject to periodic updates, and it is recommended that you review it regularly to ensure you are content with any modifications.

Produced by Honister Slate Mine - Last Updated April 2023