

# Privacy Policy

## 1. Introduction

Welcome to Wynyard Hall Limited's (t/a **"Wynyard Hall"**) privacy policy.

Wynyard Hall respects your privacy and is committed to protecting your personal data. This privacy policy will inform you as to how we look after your personal data when you purchase our products, interact with our services and visit our website (regardless of where you visit it from) and tell you about your privacy rights and how the UK data protection legislation protects you.

## 2. Important information and who we are

This privacy policy aims to give you information on how Wynyard Hall collects and processes your personal data, including any personal data you may provide when you sign up to our newsletter, purchase a product or service, take part in a competition or interact with our website.

Our website is not intended for children however, as part of our services, we may collect personal data relating to children.

It is important that you read this privacy policy together with any other privacy policy, notice or fair processing policy Wynyard Hall may provide on specific occasions when it is collecting or processing personal data about you so that you are fully aware of how and why Wynyard Hall is using your personal data. This privacy policy supplements other policies and privacy notices and is not intended to override them.

### 2.1 Controller

Wynyard Hall is the controller and responsible for your personal data (collectively referred to as **"Wynyard Hall"**, **"we"**, **"us"** or **"our"** in this privacy policy).

We have appointed a data protection team who are responsible for overseeing questions in relation to this privacy policy. If you have any questions about this privacy policy, including any requests to exercise your legal rights, please contact the data protection team using the contact details set out below.

### 2.2 Contact details

If you have any questions about this privacy policy or our privacy practices, please contact the data protection team in the following ways:

- email address: [DataProtectionOfficer@wynyardhall.co.uk](mailto:DataProtectionOfficer@wynyardhall.co.uk)
- postal address: Wynyard Hall, Wynyard, Stockton-on-Tees, Billingham, TS22 5NF
- phone number: 01740 644 811

You have the right to make a complaint to us regarding our processing of your personal data and details on how to make a complaint can be found in our Data Protection Complaint Handling Policy [\[here\]](#). In the event you are not happy with the outcome of the complaint, you have the right to make a complaint to the Information Commissioner's Office (**"ICO"**) (or the Information Commission as it will be known following Part 6 of the Data (Use and Access) Act 2025 (**"DUAA"**)), the UK regulator for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). Please note that from 19 June 2026, in accordance with the DUAA, before you can submit a complaint to the ICO, you must submit a complaint to us.

### 2.3 Changes to the privacy policy and your duty to inform us of changes

We keep our privacy policy under regular review. This version was last updated on [\[DATE\]](#).

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us, for example a new postal address or phone number.

## 2.4 Third-party links

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share personal data about you. We do not control these third-party websites and are not responsible for their privacy policies and statements. When you leave our website, we encourage you to read the privacy policy and statements of every website you visit.

## 3. The types of personal data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** including title, first name, surname, marital status, gender and photo;
- **Contact Data** including your postal address, billing address, email address and phone number(s);
- **Financial Data** includes payment card details and, for the purpose of issuing refunds, bank account details;
- **Transaction Data** includes details about payments to and from you and other details of products and services you have purchased from us;
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, device ID and other technology on the devices you use to access this website;
- **Profile Data** including your username and password, purchases or orders made by your interests, feedback and survey responses, dietary requirements, ceremony/event requirements, job title and relevant place of work;
- **Usage Data** includes information about how you use our website, products and services; and
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.

We also collect, use and share aggregated data such as statistical or demographic data for any purpose. Aggregated data could be derived from your personal data but is not considered personal data in law as this data will not directly or indirectly reveal your identity. For example, we may aggregate individuals' Technical and Usage Data to calculate the percentage of users accessing a specific website feature in order to analyse general trends in how users are interacting with our website to help improve the website and our service offering. However, if we combine or connect aggregated data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy policy.

We may directly and indirectly collect Special Category Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). We may, on occasion, collect information about criminal convictions and offences.

Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that personal data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with our products or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

## 4. How is your personal data collected?

We use different methods to collect personal data from and about you including through:

- **Direct interactions.** You may give us your personal data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- apply for our products or services;
  - create an account on our website;
  - subscribe to our service or publications;
  - request marketing to be sent to you;
  - enter a competition, promotion or survey; or
  - give us feedback or contact us.
- **Automated technologies or interactions.** As you interact with our website, we will automatically collect Technical and Usage Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies and other similar technologies. We may also receive Technical and Usage Data about you if you visit other websites employing our cookies. Please see our cookie clause below for further details.
  - **Third parties or publicly available sources.** We will receive personal data about you from various third parties and public sources as set out below:
    - Technical and Usage Data from the following parties:
      - analytics providers such as Google based outside the UK; and
      - search information providers such as Google based outside the UK.
    - Contact, Financial and Transaction Data from providers of technical, payment and delivery services such as Shopify, Stripe, Gifted and Access Hospitality based inside or outside the UK.
    - Identity and Contact Data from publicly available sources such as Companies House and the Electoral Register based inside the UK.

## 5. How we use your personal data

We will only use your personal data when the UK data protection legislation allows us to. Most commonly, we will use your personal data in the following circumstances:

- where we need to perform the contract we are about to enter into or have entered into with you;
- where it is necessary to conduct our business and pursue our legitimate interest(s) (or those of a third party), for example to prevent fraud and enable us to give you the best and most secure customer experience. We make sure we consider and balance any potential impact on you and your rights (both positive and negative) before we process your personal data for our Legitimate Interest(s). We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law);
- where we need to comply with a legal obligation;
- where it is necessary for us to process your personal data based on a recognised legitimate interest; and
- where we have obtained your active agreement to use your personal data for a specified purpose, for example if you subscribe to an email newsletter (consent).

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the lawful basis or bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful basis depending on the specific purpose for which we are processing your personal data. Please contact us if you need details about the specific legal basis we are relying on to process your personal data where more than one lawful basis has been set out in the table below.

| Purpose/activity                   | Type of personal data                   | Lawful basis for processing                                                                              |
|------------------------------------|-----------------------------------------|----------------------------------------------------------------------------------------------------------|
| To register you as a new customer. | a) Identity<br>b) Contact<br>c) Profile | Performance of a contract with you.                                                                      |
| To respond to your enquiries.      | a) Identity<br>b) Contact               | Necessary for our legitimate interests (to provide you with the information you have requested from us). |

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|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| To process and deliver your order or refund including but not limited to:<br>a) manage payments, fees and charges; and/or<br>b) collect and recover money owed to us. | a) Identity<br>b) Contact<br>c) Financial<br>d) Transaction<br>e) Technical<br>f) Usage<br>g) Marketing and Communications                                           | a) Necessary to comply with a legal obligation.<br>b) Performance of a contract with you.<br>c) Necessary for our legitimate interests (to recover debts due to us).<br>d) Consent.                                                       |
| To book and register your attendance for a wedding venue viewing or wedding open evening.                                                                             | a) Identity<br>b) Contact<br>c) Marketing and Communications<br>d) Special Category Data                                                                             | a) Performance of a contract with you.<br>b) Necessary for our legitimate interests (to promote our wedding venue offerings).<br>c) Consent.                                                                                              |
| To run, operate and manage your wedding.                                                                                                                              | a) Identity<br>b) Contact<br>c) Financial<br>d) Transaction<br>e) Profile<br>f) Usage<br>g) Special Category Data                                                    | a) Necessary to comply with a legal obligation.<br>b) Performance of a contract with you.<br>c) Necessary for our legitimate interests (to ensure the smooth day to day operation of your wedding day).                                   |
| To hire out our rooms and venues to cater for functions, corporate events, workshops, conferences, exhibitions, dinners, parties, photoshoots and filming.            | a) Identity<br>b) Contact<br>c) Financial<br>d) Transaction<br>e) Profile<br>f) Usage<br>g) Marketing and Communications                                             | a) Necessary to comply with a legal obligation.<br>b) Performance of a contract with you.<br>c) Necessary for our legitimate interests (to ensure all events hosted by us are tailored to our customers' needs).<br>d) Consent.           |
| To hire out our rooms and cottages.                                                                                                                                   | a) Identity<br>b) Contact<br>c) Financial<br>d) Transaction<br>e) Technical<br>f) Profile<br>g) Usage<br>h) Marketing and Communications<br>i) Special Category Data | a) Necessary to comply with a legal obligation.<br>b) Performance of a contract with you.<br>c) Necessary for our legitimate interests (to ensure our rooms and cottages are tailored to our customers' needs).<br>d) Consent.            |
| To arrange for spa breaks (including but not limited to use of our spa facilities and treatments).                                                                    | a) Identity<br>b) Contact<br>c) Financial<br>d) Transaction<br>e) Technical<br>f) Profile<br>g) Usage<br>h) Marketing and Communications<br>i) Special Category Data | a) Necessary to comply with a legal obligation.<br>b) Performance of a contract with you.<br>c) Necessary for our legitimate interests (to ensure our spa facilities and treatments are tailored to our customers' needs).<br>d) Consent. |
| To book a reservation at our restaurants.                                                                                                                             | a) Identity<br>b) Contact<br>c) Financial<br>d) Transaction<br>e) Technical                                                                                          | a) Performance of a contract with you.<br>b) Necessary for our legitimate interests (to ensure our dining facilities                                                                                                                      |

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|                                                                                                                                                | f) Profile<br>g) Usage<br>h) Marketing and Communications<br>i) Special Category Data                                                                                | are tailored to our customers' needs).<br>c) Consent.                                                                                                                                                                                                                                                                                                                     |
| To enable you to visit our gardens.                                                                                                            | a) Identity<br>b) Contact<br>c) Financial<br>d) Transaction<br>e) Technical<br>f) Profile<br>g) Usage<br>h) Marketing and Communications<br>i) Special Category Data | a) Necessary to comply with a legal obligation.<br>b) Performance of a contract with you.<br>c) Necessary for our legitimate interests (to ensure entrance to our gardens are tailored to our customers' needs).<br>d) Consent.                                                                                                                                           |
| To administer you with an annual pass to access our gardens and/or a monetary voucher that cover our products and services.                    | a) Identity<br>b) Contact<br>c) Financial<br>d) Transaction<br>e) Technical<br>f) Profile<br>g) Usage<br>h) Marketing and Communications                             | a) Necessary to comply with a legal obligation.<br>b) Performance of a contract with you.<br>c) Necessary for our legitimate interests (to provide our customers with flexibility in engaging with our products and services).<br>d) Consent.                                                                                                                             |
| To share photos and videos that may include you on our website to showcase our products and services.                                          | a) Identity                                                                                                                                                          | a) Necessary for our legitimate interests (to promote our products and services).<br>b) Consent                                                                                                                                                                                                                                                                           |
| To send you our marketing and communications.                                                                                                  | a) Identity<br>b) Contact<br>c) Marketing and Communications                                                                                                         | a) Necessary for our Legitimate Interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy).<br>b) Consent.                                                                                                                                                                                  |
| To manage health and safety across our premises.                                                                                               | a) Identity<br>b) Contact<br>c) Special Category Data                                                                                                                | a) Necessary to comply with a legal obligation.<br>b) Necessary to protect yours or someone else's vital interests.<br>c) Recognised legitimate interest (safeguarding, public task disclosure request, emergencies and crime conditions).<br>d) Necessary for our legitimate interests (to ensure our premises are safe and secure for our customers, staff and others). |
| To manage our relationship with you including but not limited to:<br>a) notifying you about changes to our terms and conditions or our privacy | a) Identity<br>b) Contact<br>c) Transaction<br>d) Profile<br>e) Usage<br>f) Marketing and                                                                            | a) Necessary to comply with a legal obligation.<br>b) Performance of a contract with you.<br>c) Necessary for our legitimate interests (to keep                                                                                                                                                                                                                           |

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| <p>policies and notices; and/or</p> <p>b) asking you to leave a review of take a survey.</p>                                                                                                                                                                                      | <p>Communications</p>                                                                                                                           | <p>our records updated and to study how customers use our products/services).</p> <p>d) Consent.</p>                                                                                                                                                                                                                                                                                                                                                                                                      |
| <p>To enable you to partake in a prize draw, competition or complete a survey.</p>                                                                                                                                                                                                | <p>a) Identity<br/>b) Contact<br/>c) Profile<br/>d) Usage<br/>e) Marketing and Communications</p>                                               | <p>a) Performance of a contract with you.<br/>b) Necessary for our legitimate interests (to study how customers use our products/services, to develop them and grow our business).<br/>c) Consent.</p>                                                                                                                                                                                                                                                                                                    |
| <p>To administer, operate and protect our business, our customers, staff and others and our website (including fraud prevention, legal claims, law enforcement matters, troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data).</p> | <p>a) Identity<br/>b) Contact<br/>c) Financial<br/>d) Transaction<br/>e) Technical<br/>f) Profile<br/>g) Usage<br/>h) Special Category Data</p> | <p>a) Necessary to comply with a legal obligation.<br/>b) Recognised legitimate interest (the national security, public security and defence, safeguarding, public task disclosure request, emergencies and crime conditions).<br/>c) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business sale/disposal, acquisition, reorganisation or group restructuring exercise).</p> |
| <p>To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you.</p>                                                                                                                              | <p>a) Identity<br/>b) Contact<br/>c) Technical<br/>d) Profile<br/>e) Usage<br/>f) Marketing and Communications</p>                              | <p>a) Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy).<br/>b) Consent.</p>                                                                                                                                                                                                                                                                                                          |
| <p>To use data analytics to improve our website, products/services, marketing, customer relationships and experiences.</p>                                                                                                                                                        | <p>a) Identity<br/>b) Contact<br/>c) Technical<br/>d) Usage<br/>e) Marketing and Communications</p>                                             | <p>a) Necessary for our Legitimate Interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy).<br/>b) Consent.</p>                                                                                                                                                                                                                                                                    |
| <p>To make suggestions and recommendations to you about products or services that may be of interest to you.</p>                                                                                                                                                                  | <p>a) Identity<br/>b) Contact<br/>c) Technical<br/>d) Usage<br/>e) Profile<br/>f) Marketing and Communications</p>                              | <p>a) Necessary for our Legitimate Interests (to develop our products/services and grow our business).<br/>b) Consent.</p>                                                                                                                                                                                                                                                                                                                                                                                |

## 5.1 Direct marketing

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising.

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you (we call this marketing).

You will receive marketing communications from us if you have requested information from us or purchased products or services from us and you have not opted out of receiving that marketing.

We will get your express opt-in consent before we share your personal data with any third party for their own direct marketing purposes.

You can ask us or third parties to stop sending you marketing messages at any time by checking or unchecking relevant boxes to adjust your marketing preferences, by following the opt-out links on any marketing message sent to you or by contacting us at any time.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a product/service purchase, warranty registration, product/service experience or other transactions.

## 5.2 Change of purpose

Typically, we will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. On the basis that we make an assumption of compatibility, in accordance with the DUAA, we will not complete a compatibility test. However, if we are unsure whether the new purpose is compatible with the original purpose, we will complete a compatibility test before processing your personal data for the new purpose.

In circumstances where we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

We are not required to inform you where we intend to use your personal data for research, archiving in the public interest, or generating statistics if it would involve a disproportionate effort for us to do so. We strongly recommend that you routinely check our privacy notice for any changes concerning how we collect and process your personal data.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

## 6. Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly.

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our website.

A cookie is a small file of letters and numbers that we store on your browser or the hard drive of your computer if you agree. Cookies contain information that is transferred to your computer's hard drive.

We use the following cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.

- Analytical or performance cookies. These allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- Functionality cookies. These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).
- Targeting cookies. These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests.

You can find more information about the individual cookies we use and the purposes for which we use them in the table below:

| Cookie name         | Purpose                                                                                      | More information                                    |
|---------------------|----------------------------------------------------------------------------------------------|-----------------------------------------------------|
| __stripe_mid        | To provide fraud prevention.                                                                 | Expiry 1 year.<br>Strictly necessary cookie.        |
| _ga                 | To store and count pageviews.                                                                | Expiry: 2 years<br>Analytical or performance cookie |
| _ga_283590723       | To store and count pageviews.                                                                | Expiry: 2 years<br>Analytical or performance cookie |
| _ga_3FE8C6VML0      | To store and count pageviews.                                                                | Expiry: 2 years<br>Analytical or performance cookie |
| CookieScriptConsent | To store your cookie preferences.                                                            | Expiry: 30 days<br>Strictly necessary cookie        |
| fromDate            | To hold the check-in or start date that you selected while moving through reservation steps. | Expiry: 13 months<br>Functionality cookie           |
| gbuuid              | To keep a user assigned to the same test variation across page views.                        | Expiry: 13 months<br>Functionality cookie           |
| rooms               | To store user preferences.                                                                   | Expiry: session<br>Functionality cookie             |

You can choose which analytical, functionality and targeting cookies we can set by clicking on the button(s):

- Strictly essential cookies OFF
- Analytical or performance cookies OFF
- Functionality cookies OFF
- Targeting cookies OFF

However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our website.

## 7. Disclosures of your personal data

We may share your personal data with the parties set out below for the purposes set out in the table above:

- Internal Third Parties means other companies in the Cameron Hall Developments group of companies acting as separate controllers and/or processors and who are based in the UK and provide IT and system administration services and undertake leadership reporting.
- External Third Parties for example:

- service providers acting as processors based in and outside the UK who provide IT and system administration services including but not limited to Mont, Journey Hospitality, Access Hospitality, Gifted, Shopify, Stripe, Calendly and ResDiary;
  - professional advisers separate controllers including lawyers, bankers, auditors and insurers based in the UK who provide consultancy, banking, legal, insurance and accounting services; and
  - HM Revenue & Customs, regulators and other authorities separate controllers based in the UK who require reporting of processing activities in certain circumstances.
- Third parties to whom we may choose to sell, transfer or merge parts of our business or our assets or where we undertake any internal reorganisation or restructuring. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy policy.

We require all third parties to respect the security of your personal data and to treat it in accordance with the UK data protection legislation. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

## **8. International transfers**

Some of our external third parties are based outside the UK so their processing of your personal data will involve a transfer of data outside the UK and EEA.

Whenever we transfer your personal data out of the UK and EEA to countries which have laws that do not provide the same level of data protection as the UK and EU law, we always ensure that a similar degree of protection is afforded to it by ensuring that one of the following safeguards are implemented:

- we will only transfer your personal data to countries that have been deemed by the UK to provide an adequate level of protection for personal data;
- we may rely on the UK-US Data Bridge which is the UK's extension to the EU-US Data Privacy Framework;
- we may use specific standard contractual terms approved for use in the UK which give the transferred personal data the same protection it has in the UK, namely the International Data Transfer Agreement or the International Data Transfer Addendum to the European Commission's standard contractual clauses for international data transfers. Before we do this we will carry out a Transfer Risk Assessment (also known as the Data Protection Test);
- there are appropriate safeguards or binding corporate rules in place pursuant to the applicable data protection legislation; or
- one of the derogations for specific situations in the applicable Data Protection Legislation applies to the transfer.

## **9. Data security**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

## **10. Data retention**

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements.

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes.

In some circumstances you can ask us to delete your personal data: see your legal rights below for further information. In other circumstances, we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

## **11. Your legal rights**

Under certain circumstances, you have rights under the UK data protection legislation in relation to your personal data. This includes the right to:

- object to processing of your personal data;
- request access to your personal data (commonly referred to as a subject access request);
- request correction of your personal data;
- request erasure of your personal data;
- request restriction of processing your personal data;
- request the transfer of your personal data; and
- withdraw consent.

If you wish to exercise any of the rights set out above, please contact us.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly repetitive or manifestly unfounded or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). If you submit a request on someone else's behalf, we may need to request signed written authority confirming that you have the authority to submit a request on the other person's behalf. These requirements are security measures to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We aim to respond to all legitimate requests within one month of receipt. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.