



Castle Green Privacy Policy

Castle Green aim to protect and respect your privacy. We fully comply with the data protection laws and do our utmost to protect your data. The below sets out how we collect data and process data about you including the use of, storage and disclosure of personal data we collect from and hold on you and your rights regarding the data. When you provide your personal data to us or use our services, our website or other Online or digital platform you accept and consent to our Privacy Policy.

When we collect data it is information that can be used to identify you as an individual, some of the data we may collect from you can include names, addresses, emails, phone numbers including next of kin details and emergency contact details such as your doctor's details. Where you have named the details of other people it is your responsibility to ensure that they are aware of and accept the terms of our Privacy Policy.

We may collect data when you make an enquiry about our services, fill in a form, carry out a transaction on our web page, take part in any competitions or marketing activity, or communicate to us via email, phone or other means. We may also receive data from third parties such as the Harland's Group who deal with our direct debit transactions, or Stripe who manage our online payments.

We may use the data will collect to communicate to you by phone, email, SMS, social media, letters or by other means, examples are an enquiry or booking you have made with us, billing enquires, a uniform form sale or other transaction sale. If you choose to opt in to receive information we may use your data to provide you with information on promotions, information or services we may think you may be interested in. We will use data to notify you about changes to our products or services, respond to requests where we have a legal or regulatory obligation to do so. We may also use data to assess how well we are performing via questionnaires and surveys we carry out.

We have a robust data protection system and protect all personal data we hold about you by ensuring that we have appropriate organisational and technical security measures in place to prevent unauthorised access or unlawful processing of personal data and to prevent personal data being lost, destroyed or damaged. All information you provide to us is stored securely. Any payment transactions on our website will be processed securely by third party payment processors.

You can request to ask what data we hold about you. If you feel that the data we hold on you is not accurate you have the right to ask for it to be changed. We do not hold data any longer then it is necessary.

If you need further information on our Privacy Policy please email:
enquiries@castle-green.org.uk

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