

YOUR PRIVACY IS IMPORTANT TO US

Privacy & Cookies Policy

Ragley Hall (“We”) are committed to protecting and respecting your privacy.

This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data 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 data and how we will treat it.

Who are we?

For the purpose of the General Data Protection Regulation 2018 (the Act), the data controller is Ragley Hall, Alcester, Warwickshire B49 5NJ

Information we may collect from you

We may collect and process the following data about you:

- Identity Data – such as first and last name, images
- Contact data – such as address, phone number(s), email address. If you contact us, we may keep a record of that correspondence.
- Survey Data – we may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Website usage data – such as details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.
- CCTV – we use CCTV cameras around the Estate
- Financial data – such as bank account details or payment card details
- Sensitive Personal Data – such as dietary preferences if we are organising catering for your event or if you use services at/of our butchers.
- Technical data – please see IP address and cookies Policy

How we will use your information

We use information held about you in the following ways:

- To process your request for information or your booking
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.
- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.

CCTV

We use CCTV around Ragley Estate and have a policy in place for monitoring, storing and timely deletion of images captured.

Disclosure of your information

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Ragley or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation.

Where we store your personal data

All information you provide to us is stored on our secure servers.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Data Breaches

We have a policy in place to deal with any personal data breaches and will notify you, as well as the relevant regulatory body, if any data breaches occur in order to comply with any legal obligation.

Your Rights

You have the following rights regarding your personal data;

The right to access - You have the right to request Ragley for copies of your personal data.

The right to rectification - You have the right to request that Ragley corrects any information you believe is inaccurate. You also have the right to request Ragley to complete information you believe is incomplete.

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

The right to restrict processing - You have the right to request that Ragley restricts the processing of your personal data, under certain conditions.

The right to object to processing - You have the right to object to Ragley's processing of your personal data, under certain conditions.

The right to data portability - You have the right to request that Ragley transfers the data that we have collected to another organization, or directly to you, under certain conditions.

We will usually inform you (before collecting your data) for what purposes(s) we intend to use your data or if we intend to disclose your information to any third party. You may also exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can exercise any of the above rights, at any time, by contacting us at The Estate Office, Ragley Hall, Alcester, Warwickshire B49 5NJ. If you make a request, we have one month to respond to you.

Access to Information

You have the right to access information held about you. Your right of access can be exercised in accordance with the Data Protection Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

Retention of your Data

We will only keep your personal data for as long as is necessary to complete the purpose(s) for which we collected it, or we are obliged to do so for legal, financial or reporting requirements.

Changes to our Privacy Policy

We regularly review and, if necessary, update our privacy policy. Any changes we may make in the future will be posted on this page and, where appropriate, notified to you by e-mail.

Complaints Procedure

Ragley takes all complaints very seriously, should you wish to raise a complaint about this policy please do so by contacting:

The Estate Office, Ragley Hall, Alcester, Warwickshire B49 5NJ

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to The Estate Office, Ragley Hall, Alcester, Warwickshire B49 5NJ

IP Addresses and Cookies Policy

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and internal marketing. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

How do we use cookies?

Our website uses cookies, as almost all websites do, to help provide you with the best experience we can. Cookies are small text files that are placed on your computer or mobile phone when you browse websites. Our Company uses cookies in a range of ways to improve your experience on our website. Our Cookies enable us to:

- Make our website work as you'd expect.
- Save you having to login every time you visit the site.
- Remember your settings during and between visits.
- Improve the speed/security of the site.
- Allow you to share pages with social networks like Facebook.
- Personalise our site to you to help you get what you need faster.
- Continuously improve our website for you.

- Make our marketing more efficient.
- To estimate our audience size and usage pattern.
- To speed up your searches.

We do NOT use Cookies to:

- Collect any personally identifiable information (without your express permission).
- Collect any sensitive information (without your express permission).
- Pass personally identifiable data to third parties.
- Pay sales commissions.

What types of cookies do we use?

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

- **Functionality** - Our Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** - Our Company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Our Company sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

How to manage cookies

If the settings on your software that you are using to view this website (your Internet browser) are adjusted to accept cookies we take this, and your continued use of our website, to mean that you are fine with this.

Should you wish to remove or not use cookies from our site you can learn how to do this by referring to your Internet browser for instructions, however doing so will likely mean that our site will not work as you would expect.

Social Website Cookies

So you can easily “Like” or share our content on the likes of Facebook, Instagram and Twitter we have included sharing buttons on our site.

Cookies are set by: Facebook, Twitter, Instagram

The privacy implications on this will vary from social network to social network and will be dependent on the privacy settings you have chosen on these networks.

Visitor Statistics Cookies

We use cookies to compile visitor statistics such as how many people have visited our website, what type of technology they are using (e.g. Mac or Windows which helps to identify when our site isn’t working as it should for particular technologies), how long they spend on the site, what page they look at etc.

This helps us to continuously improve our website. These so called “analytics” programs also tell us if how people reached this site (e.g. from a search engine) and whether they have been here before helping us to put more money into developing our services for you instead of marketing spend.

We use: Google Analytics

Turning Cookies Off

You can usually switch cookies off by adjusting your browser settings to stop it from accepting cookies. Doing so however will likely limit the functionality of our website (and a large proportion of the world’s other websites) as cookies are a standard part of most modern websites.

It may be that you have concerns around cookies relate to so called “spyware”. Rather than switching off cookies in your browser you may find that anti-spyware software achieves the same objective by automatically deleting cookies considered to be invasive.

Contact

Questions, comments and requests regarding this IP and Cookie policy are welcomed and should be addressed to The Estate Office, Ragley Hall, Alcester, Warwickshire B49 5NJ