

Bridal Barn

Privacy Policy

1. Purpose of a Privacy Policy

Bridal Barn believes your privacy is of the utmost importance. Your complete confidence and satisfaction is our priority. This policy governs the privacy of our website and the users who choose to visit it. It also explains sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users, the website and website owners.

The way in which our website processes, stores, and protects user data and information will also be detailed within this policy.

For the purposes of this policy, the term 'user (s)' refers to those who go onto the website, interact with its content and associated documents.

2. Personal Data

"Personal data" means any information collected and logged in a format that allows you to be identified personally, either directly (e.g. name) or indirectly (e.g. telephone number) as a person. Before providing us with this information, we recommend that you read this Privacy Policy as it forms part of the terms and conditions that govern our venue services. By accepting these terms and conditions, you expressly accept the provisions of this policy.

3. The Website

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of users throughout their visiting experience. This website complies to all UK national laws and requirements for user privacy.

4. Collection of personal data

At various times, we will be obliged to ask you, as a potential or confirmed hirer of Bridal Barn, for information such as:

- Contact details – for example, first name, last name, telephone number, email
- Your chosen wedding date / reception date
- Bank Details for the purposes of refunding hirer fees or deposits
- Your preferences and interests – for example, preferred wedding theme, chosen caterer
- Your comments and feedback, during or after your wedding event at Bridal Barn

5. When is your personal data collected?

Personal data may be collected on a variety of occasions, including:

- Making an enquiry about venue availability or booking the venue
- Participation in guest feedback surveys, subscription to newsletters

- Transmission of information from third parties such as caterers, musicians, photographers, hoteliers
- Internet activities such as connection to Bridal Barn's website (IP address, cookies) online forms (enquiry or booking forms, our pages on social networks, etc)

6. How we use the information about you

We collect your personal data for the purposes of:

- Meeting our obligations to our customers
- Managing the reservation of the venue
- Managing your stay at the venue
- Improving our service, especially seeking feedback in order to gain a better understanding of your requirements and wishes
- Managing our relationship with customers before, during and after their event at Bridal Barn
- Knowing and managing the preferences of our customers
- Sending newsletters, venue offers
- Managing requests to unsubscribe from newsletters, promotions and feedback surveys
- Conforming to local legislation (for example, storing of accounting documents)

7. Use of Cookies

This website uses cookies to better the users experience while visiting the website.

Cookies are small files saved to the user's computer's hard drive that track, save and store information about the users' interactions and usage of the website. This allows the website, through its server, to provide the users with a tailored experience within this website.

Users are advised that if they wish to deny the use and saving of cookies from this website on to their computer's hard drive, they should take necessary steps within their web browsers security settings to block all cookies from this website and its external serving vendors.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive to track and monitor your engagement and usage of the website but will not store, save or collect personal information. You can read Google's privacy policy here for further information www.google.com/privacy.html

Other cookies may be stored to your computer's hard drive by external vendors when this website uses referral programs, sponsored links or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. No personal information is stored, saved or collected.

8. Contact & Communication

Users contacting this website and/or its owners do so at their own discretion and provide any such personal details requested at their own risk.

Your personal information is kept private and stored securely until a time it is no longer required or has no use, as detailed in the Data Protection Act 2018. Every effort has been made to ensure a safe

and secure form to email submission process but users are advised that using this form to email processes is done at their own risk.

This website and its owners use any information submitted to provide you with further information about the products / services they offer or to assist you in answering any questions or queries you may have submitted. This includes using your details to subscribe you to any email newsletter program the website operates, such as Open Day Events, but only if your express permission was granted when submitting any form to email us.

Your details are not passed on to any third parties without your agreement.

9. Email Newsletter

This website operates an email newsletter program, used to inform subscribers about products and services supplied by Bridal Barn. This could include, for example, wedding planning advice or information on local accommodation. Users can subscribe through an online automated process should they wish to do so but do so at their own discretion. Some subscriptions may be manually processed through prior written agreement with the user.

Subscriptions are taken in compliance with UK Spam Laws detailed in the Data Protection, Privacy and Electronic Communications Regulations 2003. All personal details relating to subscriptions are held securely and in accordance with the Data Protection Act 2018. No personal details are passed on to third parties nor shared with companies / people outside of the company that operates this website. Under the Data Protection Act 2018, you may request a copy of personal information held about you by this website's email newsletter program. A small fee will be payable. If you would like a copy of the information held on you, please contact us.

Email marketing campaigns published by this website or its owners may contain tracking facilities within the actual email. Subscriber activity is tracked and stored in a database for future analysis and evaluation. Such tracked activity may include; the opening of emails, forwarding of emails, the clicking of links within the email content, times, dates and frequency of activity [this is by not a comprehensive list].

This information is used to refine future email campaigns and supply the user with more relevant content based around their activity.

In compliance with relevant legislation, subscribers are given the opportunity to un-subscribe at any time through an automated system. This process is detailed at the footer of each email campaign.

10. External Links

Although this website only looks to include quality, safe and relevant external links users should always adopt a policy of caution before clicking any external web links mentioned throughout this website.

The owners of this website cannot guarantee or verify the contents of any externally linked website despite their best efforts. Users should therefore note they click on external links at their own risk and this website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

11. Adverts and Sponsored Links

This website may contain sponsored links and adverts. These will typically be served through our advertising partners, to whom may have detailed privacy policies relating directly to the adverts they serve.

Clicking on any such adverts will send you to the advertiser's website through a referral program which may use cookies and will tracks the number of referrals sent from this website. This may include the use of cookies which may in turn be saved on your computer's hard drive. Users should therefore note they click on sponsored external links at their own risk and this website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

12. Social Media Platforms

Communication, engagement and actions taken through external social media platforms that this website and its owners participate on comply to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate / engage upon them with due care and caution with regards to their own privacy and personal details. This website, nor its owners, will never ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email.

This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

13. Shortened Links in Social Media

This website and its owners through their social media platform accounts may share web links to relevant web pages. By default, some social media platforms shorten lengthy URL's (web addresses).

Users are advised to take caution and good judgment before clicking any shortened URL's published on social media platforms by this website and its owners. Despite the best efforts to ensure only genuine url's are published, many social media platforms are prone to spam and hacking and therefore this website and it's owners cannot be held liable for any damages or implications caused by visiting any shortened links.

14. Storage and Data

We'll hold on to your information for as long as you have a booking with us and for as long as is necessary to provide support related reporting or accounting. We will also hold on to your information if reasonably necessary or required to meet legal or regulatory requirements, resolve

disputes, prevent fraud and abuse or enforce our terms and conditions. We may also keep hold of some of your information as required, even if it is no longer needed to provide the services to you.

15. Access and Modification

You have the right to access your personal data collected by Bridal Barn and to modify it subject to applicable legal provisions. You may also exercise your right to object by writing to the address below. If you have any questions, would like to request access, deletion or changes be made to your information please contact the Data Protection Officer directly by sending an email to

rsvp@bridalbarn.co.uk

For the purposes of confidentiality and personal data protection, we will need to identify you in order to respond to your request. If your personal data is inaccurate, incomplete, or out of date, please send the appropriate amendments to the above details. All requests will receive a response as swiftly as possible and in accordance with applicable law. Substantial access requests may incur an administration charge.

16. Updates and changes to this policy

We may modify this policy from time to time, so recommend that you consult it regularly, particularly when booking an event at Bridal Barn.

17. Questions and Contact

If you have any questions concerning our policy, please contact us at 07483 846915 or email rsvp@bridalbarn.co.uk