



# Big Green Adventures Ltd

## Privacy Policy

### Introduction

This policy explains how **Big Green Adventures Ltd (BGA)** collects, uses, stores, and protects your personal information.

It applies to:

- Our website: **biggreenadventures.co.uk** (including all related pages)
- Customers taking part in activities, camps, or equipment hire
- Information provided through booking systems, check-in forms, or direct contact

### What Information We Collect

#### Personal Information

We may collect personal information when you:

- Visit our website
- Make a booking
- Fill in a check-in or disclosure form
- Contact us by phone, email, social media, or in person
- Sign up to receive updates

This may include:

- Name, date of birth, and contact details
- Address, phone number, and email
- Emergency contact details
- Relevant medical information (e.g. allergies or injuries)
- Activity ability level
- Payment details (processed securely via third-party providers)

You do not have to provide your information, but this may affect your ability to take part in activities.

#### Non-Personal Information

We may collect general website data such as:

- Device type and browser

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- Pages visited and time spent on the site

This helps us improve our website and services.

## Cookies

Our website uses **cookies** to improve your experience.

Cookies help us understand how people use our site. You can:

- Set your browser to refuse cookies
- Choose to be notified when cookies are used

Please note that disabling cookies may affect how the website works.

## How We Use Your Information

We use your information to:

- Deliver and manage bookings and activities
- Ensure the **safety and wellbeing** of participants
- Process payments
- Improve our services and customer experience
- Send updates about BGA activities, offers, or events (you can opt out at any time)
- Meet our legal and regulatory obligations

## Lawful Basis for Processing

Under UK data protection law, we process your data where necessary for:

- **Contract** – to provide services you have booked
- **Legal obligations** – health & safety and business requirements
- **Legitimate interests** – improving services and communication
- **Consent** – for marketing and certain types of data (e.g. medical information)

You can withdraw consent at any time.

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### How We Protect Your Information

We take appropriate steps to keep your data secure, including:

- Secure storage of physical and digital records
- Limiting access to authorised staff only
- Using trusted third-party providers for payments and communications

### Sharing Your Information

We will **never sell, rent, or trade your personal data.**

We may share information:

- With trusted service providers (e.g. booking or payment systems)
- Where required by law or regulatory authorities
- To protect the safety of individuals

All third parties are expected to handle your data in line with data protection law.

### Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data (where appropriate)
- Object to or restrict how your data is used
- Withdraw consent at any time
- Lodge a complaint with the **Information Commissioner's Office (ICO)**

To exercise any of these rights, please contact us.

### Third-Party Links

Our website may contain links to other websites.

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We are not responsible for the privacy practices or content of those sites. Please review their policies separately.

### Changes to This Policy

We may update this policy from time to time.


The latest version will always be available on our website, and the revision date will be updated.


### Contact Us

If you have any questions about this policy or how we handle your data, please contact us:

**Big Green Adventures Ltd**

19 Halwyn Avenue, Crantock, TR8 5FS

 01637 479279

 [info@biggreenadventures.co.uk](mailto:info@biggreenadventures.co.uk)