

Castle Climbing Centre Website Terms and Conditions

Issue 1.1 (January 2013)



High Performance Sports Ltd (trading as The Castle Climbing Centre) is committed to protecting your privacy on our website and in any communication with our staff. This policy will explain how we may use the personal information collected when you use our website, register to climb at the centre or make a purchase with us. High Performance Sports Ltd is registered under the Data Protection Act with the Information Commissioner's Office.

1. We may collect information by the following means:

- Use of forms that you complete when creating a login for our site, when registering to become a member, when booking a course or making other purchases on our website.
- Traffic data, weblogs and location data from your visit to our site
- Communication with our staff
- Cookies (see cookie policy below)

2. Cookie policy

We may use cookies to gather information about your computer to help provide appropriate services or products to you. The data gathered is solely statistical data and may be shared with advertisers. No identifying information will be shared about our visitors and how they use our site. No personal details will ever be shared to third parties.

You will have the option to decline cookies before they are downloaded onto your hard drive and you may remove cookies from your hard drive at any time. Be aware that by declining cookies you may be limiting your access to sections of our website.

You can find out how to disable cookies here: <http://www.allaboutcookies.org/manage-cookies/>

3. Using your data

We will only use your data in relation to the services and products you use or purchase from us. We may send you notification regarding changes that may affect our service to you. We will not pass your personal, identifiable information on to third parties though we may share non-identifiable, statistical data with third parties.

4. Third party websites

We are not responsible for the content, use of cookies or data protection aspects of any third party websites that you may click to from our site.

5. Storing your data

The security of data transmitted via the Internet can never be guaranteed, but we will take all necessary measures to ensure the best security possible. All data is kept on secure servers with only authorised personnel having access. Ultimately, you are supplying your information at your own risk.

6. Password protection

A user generated password may be necessary to access parts of our site. You are responsible for the safety and confidentiality of the password you select.

7. Additional collection and use of data

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This policy covers the collection and use of data on our website. In addition, the Castle may collect and use data by other means such as surveys or registration forms. All data is collected and managed in accordance with the Data Protection Act 1998 and our internal Information Security Policy.

8. Payment Card information

High Performance Sports and all associate businesses (The Castle Climbing Centre, Shop and Café) comply with the Payment Card Industry Data Security Standard (PCI DSS) and only use third parties that are PCI DSS compliant. Online bookings are managed by a compliant third party and no card information is kept by The Castle. The Castle will not accept credit card information by email or fax. Merchant copies of credit card receipts are securely stored. Customer copies will be given to the customer. The security of Customer card receipts is the responsibility of the customer.

9. Accessing your data

The Data Protection Act 1998 grants you the right to access any data that we have about you. To gain access to this data a small fee may be required to cover our costs. To contact us about our privacy policy or to request information under the Data Protection Act, please contact us at admin@castle-climbing.co.uk.

10. Exclusions and Limitations

The information on this website is provided on an “as is” basis. The Castle excludes all representations and warranties relating to this website and its contents which is or may be provided by any affiliates or any other third party, including in relation to any inaccuracies or omissions in this website.

The Castle excludes all liability for damages arising out of or in connection with your use of this website. This includes, without limitation, direct loss, loss of business or profits (whether or not the loss of such profits was foreseeable, arose in the normal course of things, or you have advised The Castle of the possibility of such potential loss), damage caused to your computer, computer software, systems and programs and the data thereon or any other direct or indirect, consequential and incidental damages.

In accordance with the law, The Castle does not exclude liability for death or personal injury caused by its negligence.

11. About these terms

We may modify this policy and any terms that apply to a service provided by HPS to reflect changes to the law or changes to our services. The applicable terms and conditions will always be available on our website. If you do not agree to the modified terms for a service you should contact us to discontinue your use of that service.