



## Privacy Notice

At The Luxury Tent Company, we are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to [enquiries@theluxurytentcompany.co.uk](mailto:enquiries@theluxurytentcompany.co.uk) or by writing to Crudwell Court Farm, Crudwell, Malmesbury, Wiltshire SN16 9EW. Alternatively, you can telephone 01666 575470.

Who are we?

We are The Luxury Tent Company is a Wiltshire based company that offers customers boutique bell and shikar tents for hire to suit every occasion.

How do we collect information from you?

We obtain information about you when you use our website, email or phone. For example, when you complete a quotation form, submit an email or a phone enquiry. Or you request information about our products and services.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, venue address and information regarding your enquiry. If you make a payment we only accept bank transfers (BACS) or a cheque. We do not accept card payments, so no card or bank information is held by us.



## How is your information used?

We may use your information to:

- process orders that you have submitted;
- to carry out our obligations arising from any contracts entered by you and us;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or if is set out in any relevant contract you hold with us.

## Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

**Third Party Service Providers working on our behalf:** We may pass your information to our third-party service providers, suppliers, hire companies, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf.

However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties.



## Your choices

You have a choice about whether you wish to receive information from us. We do not direct market or sell any of our products. We only use your information to administer your account, communicate regarding enquiries and placed orders. Your choices by ticking the relevant boxes and how we communicate with you.

We do not contact you for marketing purposes by email, phone, post or text message.

## How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: [enquiries@theluxurytentcompany.co.uk](mailto:enquiries@theluxurytentcompany.co.uk) or write to us at: Crudwell Court Farm, Crudwell, Malmesbury, Wiltshire, SN16 9EW. Alternatively, you can telephone 01666 575470.

You have the right to ask for a copy of the information The Luxury Tent Company hold about you.

## Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely. Any sensitive information is encrypted.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.