

# Privacy Policy

## The Walled Gardens, Gosforth, Newcastle upon Tyne

[www.walledgardensgosforth.com](http://www.walledgardensgosforth.com)

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If you have any queries regarding the website, email [info@allsaintsliving.com](mailto:info@allsaintsliving.com)

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All Saints Living's registered address is

**Picktree Court,  
Picktree Lane,  
Chester le Street  
County Durham,  
DH3 3SY**

Hubertus Developments Limited t/a The Walled Gardens ("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. By visiting [www.walledgardensgosforth.com](http://www.walledgardensgosforth.com) you are accepting and consenting to the practices described in this policy.

For the purpose of the General Data Protection Regulation 2018 (the **Act**), the data controller is Hubertus Developments Limited of 6<sup>th</sup> Floor, Stockbridge House, Newcastle upon Tyne NE1 2HJ.

#### **INFORMATION WE COLLECT FROM YOU**

We will collect and process the following data about you:

- **Information you give us.** This is information about you that you give us by filling in forms on our site [www.walledgardensgosforth.com](http://www.walledgardensgosforth.com) (**our site**) or by corresponding with us by phone, e-mail or otherwise. It includes information you provide when you register to use our site, subscribe to our service, participate in discussion boards or other social media functions on our site, enter a competition, promotion or survey, and when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph.
- **Information we collect about you.** With regard to each of your visits to our site we will automatically collect the following information:
  - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, operating system and platform;
  - information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), products you viewed or searched for, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and any phone number used to call our customer service number.
- **Information we receive from other sources.** This is information we receive about you if you use any of the other websites we operate or the other services we provide. We are working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies). We will notify you when we receive information about you from them and the purposes for which we intend to use that information.

#### **GOOGLE ANALYTICS**

This website uses Google Analytics to help analyse how users use the site. The tool uses "cookies," which are text files placed on your computer, to collect standard Internet log information and visitor behaviour information in an anonymous form. The information generated by the cookie about your use of the website (including IP address) is transmitted to Google.

We will never (and will not allow any third party to) use the statistical analytics tool to track or to collect any Personally Identifiable Information (PII) of visitors to our site. Google will not associate your IP address with any other data held by Google. Neither we nor Google will link, or seek to link, an IP address with the identity of a computer user. We will not associate any data gathered from this site with any Personally Identifiable Information from any source, unless you explicitly submit that information via a fill-in form on our website.

- You may choose to accept or decline cookies. Most Web browsers automatically default to accept them, but you can usually modify your browser setting to decline cookies. If you reject cookies by changing your browser settings then be aware that this may disable some of the functionality on our website.

## PERSONAL INFORMATION

- Visitors to our website may be able to register to use our services, attend events, make a purchase, join a community or upload/download information. When you register, you will provide personal information such as name, address, email, telephone number and other relevant information. We will not disclose personally identifiable information we collect from you to third parties without your permission except to the extent necessary, including: To fulfill your requests, to protect ourselves from liability.

## 3RD PARTY POLICIES

- Related services and offerings linked to or from this website have their own privacy statements that can be viewed by clicking on the corresponding links within each respective website. Since we do not have control over the policies or practices of participating merchants and other third parties, we are not responsible for the privacy practices or contents of those sites. We recommend you review their policies before you provide any personal information or complete any transaction with them.

## COOKIES

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy.

## USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- **Information you give to us.** We will use this information:
  - to establish and maintain a responsible commercial relationship with you and to provide ongoing service;
  - to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
  - to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
  - to understand your needs and preferences. We maintain a record of the products and services you receive from us and we may ask for additional information so that we can serve you better. For example, we may record your preference for type of room;
  - to provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you. If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this;
  - to develop, enhance, market or provide products and services. For example, we look at our guests' use of our services so that we can better understand how to improve our services;
  - to notify you about changes to our service;

- to ensure that content from our site is presented in the most effective manner for you and for your computer.
- **Information we collect about you.** We will use this information:
  - to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
  - to improve our site to ensure that content 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;
  - as part of our efforts to keep our site safe and secure;
  - to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
  - to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.
- **Information we receive from other sources.** We will combine this information with information you give to us and information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).

#### **DISCLOSURE OF YOUR INFORMATION**

You agree that we have the right to share your personal information with:

- Any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.
- Selected third parties including:
  - business partners, suppliers and sub-contractors for the performance of any contract we enter into with you;
  - advertisers and advertising networks that require the data to select and serve relevant adverts to you and others if you have opted in to receive marketing communications from us. We do not disclose information about identifiable individuals to our advertisers, but we will provide them with aggregate information about our users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement on any given day). We may also use such aggregate information to help advertisers reach the kind of audience they want to target (for example, women in SW1). We may make use of the personal data we have collected from you to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience;
  - analytics and search engine providers that assist us in the improvement and optimisation of our site;

We will disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.
- If Hubertus Developments Limited 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, or in order to enforce or apply our terms and conditions and other agreements; or to protect the rights, property, or safety of Hubertus Developments Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

#### **WHERE WE STORE YOUR PERSONAL DATA**

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

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.

#### **HOW LONG WE KEEP YOUR INFORMATION FOR**

How long we keep your information will depend on the purpose for which we use it. We will only retain your information for as long as is necessary for those purposes

#### **YOUR RIGHTS**

Your rights under the General Data Protection Regulation 2018 are listed below.

If you would like to exercise any of your rights, please contact us at: [info@allsaintsliving.com](mailto:info@allsaintsliving.com)

We will respond to a request without undue delay and within one calendar month of receipt.

#### **RIGHT TO BE INFORMED**

You have a right to be informed about the collection and use of your data. Our Privacy notice provides information explaining our purposes for processing your personal data, our retention periods for that personal data and who it will be shared with.

We will regularly review and if necessary, update our privacy policy. Please check our website privacy policy regularly to make sure you are up-to-date with how we handle your personal information.

#### **RIGHT OF ACCESS**

You have the right to access your personal data. You are entitled to be told by us whether we or someone else on our behalf is processing your personal information; what personal information we hold; details of the purposes for the processing of your personal information; and details of any third party with whom your personal information has been shared.

We will ask you to provide proof of identity before we show you any of your personal information, this is to prevent unauthorised access.

Information will be provided within one month of receipt of your request and the initial request for your data will be free of charge. For any requests that are deemed excessive or repetitive we may charge a reasonable fee for meeting that request. The fee will be based upon the administrative costs of providing the information.

## **RIGHT OF RECTIFICATION**

You have the right to have inaccurate personal data rectified or completed if it is incomplete. If you have any concerns about the accuracy or completeness of your personal data please raise these concerns by contacting us at: [info@allsaintsliving.com](mailto:info@allsaintsliving.com)

## **RIGHT TO ERASURE**

You can ask that we erase your personal data if you think we no longer need it for the purpose we collected it from you.

You can also ask that we erase your personal data if you have either withdrawn your consent to us using your information or you exercise your right to object to further legitimate use of your information, or if we have used it unlawfully or where we are subject to a legal obligation to erase your personal data.

We may not always be able to comply with your request, for example where we need to keep using your personal data in order to comply with our legal obligation or where we need to use your personal data to establish, exercise or defend legal claims.

## **RIGHT TO RESTRICT PROCESSING**

You can ask that we restrict our use of your personal data in certain circumstances, for example:

- where you think the information is inaccurate and we need to verify it;
- where our use of your personal data is not lawful but you do not want us to erase it;
- where the information is no longer required for the purposes for which it was collected but we need it to establish, exercise or defend legal claims; or
- where you have objected to our use of your personal data but we still need to verify if we have overriding grounds to use it.

We can continue to use your personal data following a request for restriction where we have your consent to use it; or we need to use it to establish, exercise or defend legal claims, or we need to use it to protect the rights of another individual or a company.

## **RIGHT TO OBJECT**

You can object to any use of your personal data which we have justified on the basis of our legitimate interest, if you believe your fundamental rights and freedoms to data protection outweigh our legitimate interest in using the information. If you raise an objection, we may continue to use the personal data if we can demonstrate that we have compelling legitimate interests to use the information.

We will stop processing personal data for direct marketing purposes as soon as we receive an objection and this request will be processed free of charge.

## **RIGHT TO DATA PORTABILITY**

You have the right to data portability which allows you to obtain and reuse your personal data for your own purposes across different services. This right may apply in the following circumstances; -

- you have provided the personal data to us
- where the processing has been carried out based on your consent or for the performance of a contract and
- where the processing is carried out by automated means.

## **RIGHTS RELATING TO AUTOMATED DECISION MAKING INCLUDING PROFILING**

If we made a decision about you based solely by automated means (i.e. with no human intervention), and the decision made by us produces a legal effect concerning you, or significantly affects you, you may have the right to contest that decision, express your point of view and ask for a human review. These rights do not apply where we are authorised by law to make such decisions and have adopted suitable safeguards in our decision-making processes to protect your rights and freedoms.

You have a right relating to automated decision making and profiling. We will only carry out this type of activity if it is; -

- necessary for the entry into or performance of a contract
- authorised by law
- based on your explicit consent.

In addition, if we do carry out profiling, the following conditions will apply; -

- we will use appropriate statistical procedures for the profiling
- implement appropriate technical and organisational measures to enable inaccuracies to be corrected and reduce errors; and
- secure personal data in a way that is proportionate to the risk

## **CHANGES TO OUR PRIVACY POLICY**

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

## **CONTACT**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [info@allsaintsliving.com](mailto:info@allsaintsliving.com)

This Privacy Policy is effective from 25 May 2018.