



PAINTBALL HEROES LTD Privacy Notice – Public

What is the purpose of this document?

PAINTBALL HEROES LTD is committed to protecting the privacy and security of your personal information. We are a data controller. This means we are responsible for deciding how we hold and use personal information about you. This notice explains to you what decisions we have taken in relation to that information.

Our contact details are as follows:

PAINTBALL HEROES LTD, Virginia Lodge, Purley Lane. RG8 8AT.

Telephone 07590 227287 E-mail info@paintballheroes.uk

This privacy notice describes how we collect and use personal information about you, in accordance with the General Data Protection Regulation (GDPR). We encourage you to read this notice carefully, so that you are aware of how and why we are using such information. We have appointed a Data Protection Officer (DPO) to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact Matthew Pritchard-Hawkes at the address and contact details above.

General Data protection principles

In collecting and processing your personal information, we will comply with the data protection law in force at the time. This requires that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Payment information (for example your credit or debit card, or your bank account details)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- We collect contact data when you make a booking with us so that we may contact you to discuss your booking if necessary

- We require you to complete our insurance disclaimer as this is a requirement of our public liability insurance, and so that details may be provided to the emergency services in an emergency
- We input credit/debit card details into a card terminal and we receive a merchant copy receipt when you pay us card not present to make a booking
- We receive a merchant copy receipt when you use a credit/debit card or payment app to pay us card present for goods
- We receive a bank statement with payment details when you pay us by bank transfer

We also receive personal information indirectly, from the following sources in the following scenarios:

- Other paintball companies (such as UKPaintball, Bedlam, Go Ballistic) provide us with your contact details when you have booked with them to visit our paintball centre

We use the information that you have given us in order to:

- Contact you regarding your booking (for example, to provide you with a booking confirmation)
- Process your payment/refund
- Send payment reminders or raise any queries we may have about your payment
- Meet the requirements of our public liability insurance
- Meet the requirements of our card processing provider
- Protect your vital interests in an emergency

We may share this information with:

- Our insurance company
- Our card processing provider
- Our bank
- The emergency services

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting the DPO. Please note the right to erasure does not apply if the personal data is still necessary for the purpose which we originally collected or processed it for (for example, we must retain disclaimers for insurance records after you have visited for a set time frame).

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We have a legitimate interest.

How we store your personal information

Your information is securely stored. We seek to ensure data can be accessed, altered, disclosed or deleted only by those we have authorised to do so.

We keep all information for the minimum required time period. We will then dispose your information by shredding and incineration.

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using the details above if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, or have any data protection queries, please contact us at info@paintballheroes.uk

You can make a complaint to us at info@paintballheroes.uk or at:

PAINTBALL HEROES LTD
Virginia Lodge
Purley Lane
RG8 8AT

You can also complain to the ICO if you are unhappy with how we have used your data at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>