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## Cheltenham and Gloucester Trail Runners customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

## Our contact details

### Email

contact@cheltenhamandgloucestertrailrunners.co.uk

## What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

* Names and contact details
* Addresses
* Date of birth
* Purchase or account history
* Payment details (including card or bank information for transfers and direct debits)
* Health information (including dietary requirements, allergies and health conditions)
* Website user information (including user journeys and cookie tracking)
* Photographs or video recordings
* Information relating to compliments or complaints

We collect or use the following information for **the operation of customer accounts and guarantees**:

* Names and contact details
* Addresses
* Payment details (including card or bank information for transfers and direct debits)
* Purchase history
* Marketing preferences

We collect or use the following information for **service updates or marketing purposes**:

* Names and contact details
* Addresses
* Marketing preferences
* Location data
* Purchase or viewing history
* Website and app user journey information

## Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

* Consent
* Vital interests

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

* Consent

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

* Consent

## Where we get personal information from

* People directly

## How long we keep information

Within a password protected filing system in accordance with the Data Protection Act 2018.

## How long we keep information

Our company is registered with the ICO and therefore we retain records for a minimum of 6 years from when they are collected.

## Who we share information with

### Data processors

**Wix**

This data processor does the following activities for us: Operates our CRM system.

Other organisations

**Trail Runners Limited**

This organisation is the franchising company for all TRAIL RUNNERS clubs.

## 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 data.

**Your right to rectification** - You have the right to ask us to rectify personal data 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 data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don’t usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

### How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the ICO.

The ICO’s address:

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

Helpline number: 0303 123 1113

Website: [https://www.ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint/)

## Last updated

1st November 2024