

Privacy Policy

This Privacy Policy governs the manner in which The Hawthorns School Sports centre collects, uses, maintains and discloses information collected from users of The Hawthorns School Sports Centre Website (www.hawthornsSchoolsportscentre.com) This privacy policy applies to the site and all products and services offered by The Hawthorns School Sports Centre

Personal identification information

We may collect personal identification information from users in a variety of ways, including, but not limited to, when users visit our site, place an order, subscribe to our newsfeed, respond to a survey, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users will be asked for, as appropriate, name, email address, mailing address, phone number. Users may, however, visit our Site anonymously.

We will collect personal identification information from users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it will prevent them from engaging in certain Site related activities.

Web browser cookies

Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the site may not function properly.

How we use collected information

We may collect and use user's personal information for the following purposes:

- - To improve customer service
Information you provide helps us respond to your customer service requests and support needs more efficiently.
- - To personalize user experience
- We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.
- - To improve our Site
- We may use feedback you provide to improve our products and services.
- To send periodic emails

We may use the email address to send User information and updates pertaining to their recent attendances. It may also be used to respond to their inquiries, questions, and/or other requests relating solely to the use of the Hawthorns School Sports centre

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Our Site is in compliance with PCI vulnerability standards in order to create as secure of an environment as possible for Users.

Sharing your personal information

We do not sell, trade, or rent Users personal identification information to others.

We may use third party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You are legally entitled to request details of the personal information which we hold about you, under the UK's Data Protection Act 1998.

Third party websites

Users may find other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties.

We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.

Changes to this privacy policy

The Hawthorns School Sports Centre has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Refund and Cancellation Policy

Refund

A refund will only be granted for medical reasons, proof of which must be supplied. A request for a refund should be put into writing and marked for the attention of the Sports Centre Manager. If the refund is asked half way through the term, the refund will be calculated on a pro-rata basis.

Cancellation

If a session or sessions have to be cancelled due to an operational issue, a refund for that particular session will be honoured. This will be done in two ways:

- Credit will be given and honoured for an additional session. This can be carried over to the next term if required

Or

- A refund will be given for the value of the session that has been cancelled.

A refund will not be given to those participants whose reasons do not fall in line with the refund policy above.

We are unable to issue refunds for Child Care Vouchers (CCV's)