



Privacy Policy

Anglia Leisure Ltd believes that addressing consumer concerns about privacy online is important. On this page Anglia Leisure Ltd presents the company policy on electronic information gathering. The Privacy Policy may change from time to time, so please check it frequently.

What information we collect and how do we obtain it?

We collect personal information relating to you, such as your name, address, phone number and/or e-mail address ("Personal Information") in the following situations:

Information you provide when you contact us (including by email, phone, via the website or otherwise), subscribe and use our Free WiFi service when you dine in one of our restaurants, subscribe for e-mail newsletters and update services, order items from us, participate in market research initiatives or promotional events, complete a questionnaire, contact form, competition entry form or submit a job application form.

Information collected automatically using cookies: whenever you interact with our website (including when you browse the website or download information from it) we collect and store certain types of information about your visit using cookies. We describe how we use cookies and how you can disable them below. The information we collect using cookies includes information which identifies the computer you use to access the website, the date and time of the visit and the pages visited.

We may use information held about you in the following ways:

- To ensure that content from this Site is presented in the most effective manner for you and for your computer.
- Process gift card orders and loyalty card sign ups.
- To provide free wifi service in our restaurants.
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of this Site, when you choose to do so.
- To allow us to respond to your enquiries in regards to any complaints or problems you have.

How we protect your information

All Personal Information about our customers is stored within a robust secure environment. Anglia Leisure Ltd uses all reasonable security measures to ensure that any and all personal information collected is protected. We take strong precautions to protect your data from loss, misuse, unauthorized access or disclosure, alteration, or destruction.

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 this Site and 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.

Please note that email correspondence with us is in free format text and cannot be encrypted. Accordingly please do not send any sensitive information such as credit card details or passwords via email.

Information we share

We only share your Personal Information with our appointed database and marketing software companies and with other entities as described below. We ensure the parties with whom we share your Personal Information follow practices at least as protective as those described in this Privacy Policy, except in the event of a business transfer as specified below.

Agents: from time to time we employ other companies to perform functions on our behalf including sending customer communications, analysing data, providing marketing assistance, processing payments, improving our services and providing customer service. They may have access to Personal Information needed to perform their functions, but may not use it for other purposes. See our third party companies list [here](#).

Fraud / Credit Risk: where necessary to prevent fraud or reduce credit risk we may exchange your Personal Information with other companies and organisations.

Legal reasons: we may disclose information about you (i) if we are required to do so by law, (ii) in response to a request from law enforcement authorities or other government officials, or (iii) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss or in connection with an investigation of suspected or actual illegal activity.

With your consent: other than as set out above, you will receive notice when information about you might go to third parties and you will have an opportunity to choose not to share your information.

External Website Links

This site contains links to other websites. This Privacy Policy only applies to this site so when you link to other sites you should read their privacy policies.

Your rights and data access

You have the right to ask Anglia Leisure Ltd not to process your personal data for marketing purposes and for your data to be removed from our database. Anglia Leisure Ltd will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us in the manner described in the "Contact us" section below. Please contact us at any time in any manner to notify us of changes or request for removal from our database.

Cookies

We use the word device to cover computers, mobiles, tablets and other hardware that allow you to access the internet. A cookie is a text-only string of information that a website transfers to the cookie file of the browser on your device so that the website can recognise your device when a user of your device returns to a website previously visited by someone using your device. A cookie will typically contain the name of the domain from which the cookie has come, the "lifetime" of the cookie, and a value, usually a randomly generated unique number that identifies your device. Cookies are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the website.

There are two broad categories of cookies - "first party cookies" and "third party cookies". First party cookies are cookies that are served directly by the website operator to your device, and are used only by the website operator to recognise your device when it revisits that site. Third party cookies are served by a service provider on behalf of the website operator, and can be used by the service provider to recognise your device when it visits other websites. Third party cookies are most commonly used for website analytics or advertising purposes.

When you visit our website we serve a cookie to your device or computer. Cookies may be used in the following ways:

- To enable the personalisation features on our website (which give you the ability to recall recently viewed pages and see information which you have input on line); and
- to compile anonymous, aggregated statistics that allow us to understand how users use our website and to help us improve the structure of our website. We cannot identify you personally in this way. Two types of cookies may be used on our website; "session" cookies, which are temporary cookies that remain in the cookie file of your browser until you leave the site and "persistent" cookies, which remain in the cookie file of your browser for much longer (though how long will depend on the lifetime of the specific cookie)

For our full Cookies policy, please see our [cookies policy page](#).

Consent

By using this website, you are agreeing to our Privacy and Cookie policies and consent to the use of cookies and similar technologies by us and our carefully selected third party partners as described in these policies. You agree that we may collect and use information as described in this policy. If you do not agree to such use, please see our cookies policy for details on how to adjust your settings.

Contact Us

You the right to access information held by Anglia Leisure Ltd about you.

If you have any questions or concerns regarding personal data collected or held by Anglia Leisure Ltd, please write to us at:

Anglia Leisure Ltd,
107 Salhouse Road,
Sprowston,
Norwich,
NR7 9AW