Privacy Policy

Last updated: August 2026

The Cotswold Adventure Girls ("we", "us", "our") respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and protect personal information when you visit our website, become a member, book an event, contact us, subscribe to communications or otherwise interact with The Cotswold Adventure Girls.

1. Who We Are

For the purposes of applicable UK data-protection law, the organisation responsible for deciding how and why your personal information is used is:

Business/Legal Name: The Cotswold Adventure Girls
Trading Name: The Cotswold Adventure Girls
Email: TheCotswoldAdventureGirls@outlook.com
Website: www.CotswoldAdventureGirls.com

If you have questions about this Privacy Policy or how your personal information is handled, please contact us using the details above.

2. Information We May Collect

Depending on how you interact with us, we may collect information including:

- your name;
- email address;
- telephone number;
- membership information;
- event bookings and attendance;
- payment and transaction information;
- billing information;
- communications you send to us;
- preferences and interests you choose to provide;
- competition, survey or feedback responses;
- photographs or video where appropriate;
- website usage and technical information;
- marketing preferences;
- emergency contact information where appropriate for an activity; and
- other information reasonably required to administer a particular event or service.

We aim to collect only information that is reasonably necessary for the relevant purpose.

3. Payment Information

Payments for memberships and events may be processed through Wix and/or third-party payment providers.

Payment providers may collect information required to process your payment.

We do not necessarily receive or store your complete payment-card details ourselves.

Payment information may instead be processed directly by the relevant payment provider in accordance with its own privacy and security arrangements.

4. Information Collected Through Our Website

When you use our website, certain technical information may be collected automatically.

This may include information such as:

- IP address;
- browser type;
- device type;
- pages visited;
- approximate location derived from technical information;
- referring website;
- date and time of visits; and
- interactions with our website.

Some of this information may be collected using cookies and similar technologies.

Please see our **Cookie Policy** for further information.

5. How We Use Your Information

We may use personal information to:

- create and manage your membership;
- process membership payments;
- administer recurring subscriptions;
- process event bookings and payments;
- communicate important event information;
- manage waiting lists;
- administer cancellations, refunds and credits;
- provide membership benefits;
- manage our member community;

- answer questions and enquiries;
- provide customer service;
- manage safety and event administration;
- send marketing communications where permitted;
- improve our website, membership and events;
- understand how our website and services are being used;
- prevent misuse, fraud or inappropriate behaviour;
- comply with our legal and regulatory obligations;
- establish, exercise or defend legal claims; and
- operate and develop The Cotswold Adventure Girls.

6. Our Legal Bases for Using Personal Information

Under UK data-protection law, we must have an appropriate legal basis for processing personal information.

Depending on the circumstances, we may rely on:

Contract — where processing is necessary to provide a membership, event booking or other service you have requested.

Legitimate interests — where processing is reasonably necessary for the operation, administration, security or development of our business and those interests are not overridden by your rights and interests.

Consent — where you have given us appropriate consent, for example for certain forms of marketing or promotional photography.

Legal obligation — where we need to process information to comply with a legal requirement.

Other lawful bases may apply where permitted by data-protection law.

7. Marketing Communications

We may send you information about upcoming adventures, events, membership opportunities, community news and other relevant updates where we are legally permitted to do so.

Where consent is required, we will ask for it.

You can unsubscribe from marketing emails at any time by using the **unsubscribe link** in the relevant email or by contacting us.

Unsubscribing from marketing will not prevent us from sending necessary service communications, such as booking confirmations, event changes, payment information or important membership notices.

8. Photographs and Video

Photography and video may be captured at selected Adventure Girls events.

By purchasing a ticket you consent to us using images of you or taken by you to put on The Cotswold Adventure Girls website, Instagram page, Facebook page for advertising and promotional purposes in any medium we choose. You grant us a perpetual, royalty-free, worldwide, irrevocable licence to use such images.

If you do not wish this to happen please advise us in writing or by confirmed email (where we reply to confirm that the photo/s will not be used) within 10 working days of the trip.

9. Event and Safety Information

Some activities may require additional information to allow an event to be administered appropriately.

Where necessary, this could include emergency contact information or other information requested by a specialist activity provider.

Where information relating to health is required, it may constitute **special category personal data** and will be handled with additional care and only where we have an appropriate lawful basis and condition for processing it.

We will only request such information where reasonably necessary.

10. Sharing Information with Activity Providers

Some Adventure Girls events are delivered in partnership with third-party instructors, venues or activity providers.

We may need to share limited personal information with a provider where reasonably necessary to:

- administer your booking;
- confirm attendance;
- provide equipment;
- comply with safety requirements; or
- deliver the activity.

We will only share information that is reasonably necessary for the relevant purpose.

A third-party provider may also collect personal information directly from you and may provide its own privacy information.

11. Other Organisations We May Use

We may use trusted service providers to help operate the business.

These may include providers of:

- website hosting;
- membership management;
- event booking;
- payment processing;
- email marketing;
- accounting;
- cloud storage;
- analytics;
- social media;
- customer communications; and
- professional services.

For example, our website may be built and hosted using Wix.

These organisations may process personal information on our behalf or, in some circumstances, act as independent controllers of information they receive.

12. International Transfers

Some technology and service providers may process or store personal information outside the United Kingdom.

Where UK data-protection law requires safeguards for an international transfer, we will take reasonable steps to ensure that an appropriate transfer mechanism or other lawful protection is in place.

13. How Long We Keep Information

We keep personal information only for as long as reasonably necessary for the purposes for which it was collected, including satisfying legal, accounting, tax, insurance and reporting requirements.

Different categories of information may therefore be retained for different periods. When information is no longer required, we will take appropriate steps to delete, anonymise or securely dispose of it.

14. Data Security

We take reasonable organisational and technical measures designed to protect personal information from unauthorised access, disclosure, alteration, loss or misuse.

Where third-party platforms are used, we also rely on the security measures provided by those platforms.

No internet-based system can be guaranteed to be completely secure, but we take the protection of personal information seriously.

15. Your Data-Protection Rights

Depending on the circumstances, UK data-protection law may give you rights including the right to:

- request access to personal information we hold about you;
- ask us to correct inaccurate or incomplete information;
- ask us to delete personal information in certain circumstances;
- ask us to restrict processing in certain circumstances;
- object to certain processing;
- request portability of certain information;
- withdraw consent where processing relies on consent; and
- raise a concern about how your information is being handled.

These rights are not absolute and exceptions may apply.

To exercise a relevant right, contact:
TheCotswoldAdventuregirls@outlook.com

We may need to verify your identity before dealing with certain requests.

16. Complaints

If you have concerns about how we use your personal information, please contact us first so that we have an opportunity to address them.

You may also have the right to complain to the **Information Commissioner's Office (ICO)**, the UK's data-protection regulator.
Information Commissioner's Office

17. Children's Information

Our standard membership and adult community events are intended for adults aged **18 and over**.

We do not intentionally collect personal information directly from children through adult membership registration.

If a future event permits children to attend with a responsible adult, appropriate event-specific information and arrangements may apply.

18. Social Media

If you interact with The Cotswold Adventure Girls through social-media platforms, the relevant platform may also process information about you under its own privacy policy.

Information you post publicly on social media may be visible to other users.

19. Links to Other Websites

Our website may contain links to activity providers, venues, social-media platforms and other third-party websites.

We are not responsible for the privacy practices of independent third-party websites.

We recommend reviewing their privacy information before providing personal information.

20. Cookies

Our website may use cookies and similar technologies for essential website functions, analytics, preferences and, where enabled, marketing.

Where required, non-essential cookies will not be placed without the appropriate choice or consent.

Further details should be provided through our **Cookie Policy** and website cookie controls.

21. Changes to This Privacy Policy

We may update this Privacy Policy as our business, website or legal obligations change.

The latest version will be published on our website and the "Last updated" date will be amended accordingly.

Where appropriate, we may notify Members of significant changes.

22. Contact Us

For questions about this Privacy Policy or the use of your personal information:

The Cotswold Adventure Girls
Email: TheCotswoldAdventureGirls@outlook.com
Website: www.CotswoldAdventureGirls.com

Business/Legal Name: The Cotswold Adventure Girls