



# Privacy Policy

|                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Policy          | Privacy Policy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Date Created    | November 2024                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Policy Reviewed | August 24 <sup>th</sup> 2026 - CRJ                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| For             | This policy applies to all visitors, suppliers, employees (of suppliers), contractors, temporary workers, and any other individuals engaged in work for the organization, whether full-time, part-time, or on a casual basis.                                                                                                                                                                                                                                                                                                                                                                                                                     |
| When            | Continuously as a part of our organisation's culture                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Why             | <p>Trex 2 Ltd. respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, store, and protect personal data in relation to our ticket booking system, CCTV footage stored on Amazon Blink, and employee personnel files. It outlines your rights regarding your personal information and how we comply with UK data protection laws.</p> <p>By interacting with our services, including booking tickets through our system, visiting our premises (which may involve CCTV monitoring), or being employed by us, you consent to the practices described in this Privacy Policy.</p> |
| Created by      | Chris Jefferson - Director                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

## What Information We Collect

### Ticket Booking System

When you use our ticket booking system, we collect and process personal data to facilitate your booking and provide you with the necessary services. This may include:

**Personal Details:** Name, email address, phone number, billing address.

**Payment Information:** Credit/debit card details or other payment method details (Note: Payment data is processed by our payment provider, and we do not store full payment information).

**Booking Details:** Information related to the tickets you purchase, such as event details, dates, and the number of tickets.

**Membership Requirements:** You will submit a photo of your child to appear on their Membership card which you retain. This data is not held on our booking system.

**Device and Usage Information:** Information about your device and interactions with our booking system (such as IP address, browser type, and device identifiers).

The personal data collected through the ticket booking system is stored by a third-party provider, who manages the system. While we do not store all of the data directly, we have access to some data (e.g., booking details, name, email) for the purpose of managing your bookings, customer support, and communication. You should refer to the Ticketing Service Provider's Privacy Policy for more information on how they handle your data. Information on who is our current Ticketing Service Provider is available on request from a member of the management team on site.

### CCTV Footage

We use CCTV cameras for security and safety purposes at our premises. CCTV footage is recorded and stored securely using Amazon Blink cloud storage. The information collected includes:

**Footage of individuals at our premises** (e.g., customers, visitors, employees).

**Date and time stamps of the footage.**

CCTV footage is stored in Amazon Blink's cloud and can be accessed only by authorised personnel. This footage is used for security purposes and to resolve any incidents or disputes.



# Privacy Policy



## 'Mapal' Compliance App

We use 'Trail' App to records incidents and accidents. The information collected includes:

**Personal Details:** Name, email address, phone number, accident / incident details and any associated injuries.

Information is stored in Mapal's cloud and can be accessed only by authorised personnel.

## Employee Personnel Files

For employees and contractors, we collect and process personal data necessary for employment purposes, including (but not limited to):

**Personal Details:** Name, address, date of birth, contact details, and emergency contacts.

**Employment Details:** Job title, salary, work schedule, employment contract, and performance reviews.

**Bank and Payroll Information:** Bank account details for salary payments.

**Tax and Legal Documents:** National Insurance number, tax forms, pension information, and work eligibility documentation.

**Health and Safety Records:** Any health information that may be relevant to the employee's role (e.g., health assessments, sick leave).

**Leave and Attendance Data:** Records of annual leave, sick leave, and other absences.

Employee data is stored securely and used in accordance with employment law, including the administration of payroll, benefits, and other human resources functions.

## How We Use Your Information

### Ticket Booking System

We use the personal data collected from the ticket booking system to:

**Process Your Booking:** To confirm your ticket purchase, send receipts, and provide you with booking information.

**Verify Your Child:** When entering as a Member you will be asked to verify the child attending on the Membership against their Membership ID card which is held by you.

**Communicate with You:** To send booking confirmations, reminders, event details, customer support messages, and updates.

**Improve Our Services:** To understand customer preferences and improve our ticket booking system.

**Compliance:** To fulfil any legal obligations, including fraud prevention and financial record-keeping.

### CCTV Footage

We use CCTV footage for the following purposes:

**Security:** To monitor the safety and security of our premises and those on them, including employees, customers, and visitors.

**Incident Resolution:** To investigate incidents, accidents, or disputes that may occur on-site.

**Performance Management:** To investigate employees performance standards if needed.

**Compliance:** To meet health and safety obligations and respond to any regulatory requirements.

### 'Mapal' App

We use 'Mapal' App for the following purposes:

**Accident Investigation:** to accurately record information of any accident / incident.

**Accident Reporting:** to summarise information on accidents / incidents to try to prevent future occurrence and to escalate any accident / incident to RIDDOR / Health & Safety Executive / Policy / Fire Services / Medical Services

### Employee Personnel Files

We use employee personnel data for the following purposes:

**Employment Management:** To manage employee records, administer payroll, calculate benefits, and ensure compliance with employment laws.

**Health and Safety:** To monitor and assess workplace safety, including managing any occupational health risks.

**Performance Management:** To review employee performance, provide training, and manage promotions or disciplinary actions.



# Privacy Policy



**Legal Compliance:** To ensure compliance with UK employment laws, including tax obligations and rights under the Equality Act 2010 and other relevant legislation.

## Sharing Your Data

### Ticket Booking System

We share your data with the third-party Ticketing Service Provider, who stores and processes your personal data for the purpose of providing the ticket booking service. This provider may use your data in accordance with their own privacy policy. We also share booking data with:

**Payment Processors:** To process payments for ticket purchases. These third parties have their own privacy policies regarding payment data processing.

**Service Providers:** Such as customer service agents or marketing partners, who help us manage the ticketing system or communicate with you.

### CCTV Footage

We do not typically share CCTV footage with third parties except in the following circumstances:

**Law Enforcement:** We may share footage with law enforcement or regulatory bodies if required by law, for example, in response to a police request or legal proceedings.

**Incident Resolution:** In cases of disputes or incidents, footage may be shared with legal representatives or insurers as necessary.

### 'Mapal' App

We do not typically share 'Mapal' App information with third parties except in the following circumstances:

**Law Enforcement:** We may share information with law enforcement or regulatory bodies if required by law, for example, in response to a police request or legal proceedings.

**Incident Resolution:** In cases of disputes or incidents, information may be shared with legal representatives or insurers as necessary.

### Employee Personnel Files

We do not share employee personal data outside of the organisation, except in the following circumstances:

**Service Providers:** For payroll processing, pension administration, or other HR functions, we may share employee data with third-party service providers who are required to comply with data protection laws.

**Legal Requirements:** We may disclose personal data to government authorities, law enforcement, or regulatory agencies if required by law.

**With Your Consent:** We may share your data with third parties if you have provided explicit consent to do so, for example, in the case of employment references or background checks.

## Data Security

We are committed to protecting the personal data we hold. We implement robust security measures to protect your data, including:

**Encryption:** We use encryption for sensitive data such as payment information and employee records.

**Access Control:** Only authorised personnel have access to personal data stored in our ticketing system, CCTV system, Trail App or employee files.

**Amazon Blink:** CCTV footage is securely stored in the cloud using Amazon Blink, which follows industry-standard security practices, including encryption and access controls.

**Employee Records:** Employee data is stored securely in accordance with best practices and is only accessible by authorised personnel.

While we strive to protect your data, no method of data storage or transmission is completely secure. We cannot guarantee the absolute security of your personal data.

## Your Rights

Under the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018, you have several rights regarding your personal data, including:

**Right to Access:** You have the right to request access to the personal data we hold about you.

**Right to Rectification:** You can request that we correct any inaccurate or incomplete data we hold about you.

**Right to Erasure:** In some cases, you may request the deletion of your personal data.

**Right to Restriction:** You can request that we restrict the processing of your personal data in certain circumstances.

# Privacy Policy

**Right to Portability:** You have the right to request a copy of your data in a structured, machine-readable format.

**Right to Object:** You can object to the processing of your personal data for certain purposes, such as direct marketing.

To exercise any of these rights, please contact us at The Data Protection Compliance Manager, T Rex 2 Ltd., 76 Park Street, Camberley, Surrey, GU15 3PT, England or email [chris@pirateslanding.co.uk](mailto:chris@pirateslanding.co.uk). If we choose not to action your request, we will explain to you the reasons for our refusal. We may need to verify your identity before processing your request.

## Data Retention

### Ticket Booking Data

We retain your personal data for as long as necessary to fulfil the purposes of processing your booking and for any legal or accounting requirements. Once no longer required, data will be securely deleted or anonymised inline with our ticketing providers Privacy Policy.

### CCTV Footage

CCTV footage is retained for a maximum of 30 days, unless it is required for an ongoing investigation, legal process, or incident resolution.

### Mapal App

Mapal App information is retained for 7 years, unless it is required for an ongoing investigation, legal process, or incident resolution.

### Employee Data

Employee personal data is retained for the duration of the employment contract and for a period of 7 years after the contract ends to comply with legal, tax, and employment obligations. After that period, personal data will be securely deleted or anonymised.