

# Freespirit Events Limited Privacy Policy Revision 1 Dated 1<sup>st</sup> July 2007

Company Number 4546089 registered in England and Wales in the United Kingdom (UK).  
Registered Address 9 Swan Mead, Hemel Hempstead. Herts HP3 9DQ

Freespirit Events Limited also trades as [intervalorders.com](http://intervalorders.com) to which this policy applies

Freespirit Events are committed to protecting your privacy. We use the information we collect about you to process orders and to provide a more personalised experience on our websites and to make you aware of special offers and events that we think might be of interest to you. Any personal information gathered through [freespiritevents.com](http://freespiritevents.com) or [intervalorders.com](http://intervalorders.com) is controlled entirely by Freespirit Events Limited.

## What information do we collect?

When you place an order, we need to know your name, e-mail address, delivery address, credit or debit card number and the card's expiry date. This allows us to process and fulfil your orders and to notify you of the status of your order. We also ask for your telephone number, including your mobile number which enables us to contact you urgently if there is a problem with your order and to advise you by SMS of any changes that may occur while you are at the event.

When you enter a contest or other promotional feature we may ask for your name, address and e-mail address so we can administer the contest and notify winners. We also use the information you provide for assessment and analysis (e.g. market, customer and product analysis) to enable us to review, develop and improve the services which we offer and also to monitor customer traffic patterns and site usage to help us develop the design and layout of our websites. We may also use the information we collect to occasionally notify you by email, telephone (including automated calls, SMS text message and other electronic messages such as picture messaging) and post about important functionality changes to the web site and new products and services (including special offers, discounts, offers, competitions etc. Each promotional e-mail or communication from us will come with instructions for how to unsubscribe from the mailing list. We may supplement the information that you provide to us with information that we receive from third parties.

## How does Freespirit Events protect customer information?

When you place an order we use a secure server. The secure server software (SSL) encrypts all sensitive information you input before it is sent to us. Furthermore, as required by UK Data Protection Legislation, we follow strict security procedures in the storage and disclosure of information which you have given us, to prevent unauthorised access. Our security procedures mean that we may occasionally request proof of identity before we are able to disclose sensitive information to you. We endeavour to take all reasonable steps to protect your personal information. However, we cannot guarantee the security of any data you disclose on-line. You accept the inherent security risks of providing information and dealing on-line over the Internet and will not hold us responsible for any breach of security unless this is due to our negligence or wilful default.

## Fraud Prevention

In order to protect our customers and us from fraud and theft, we may pass on information that we obtain from making identity checks and other information in our customer records, including how you conduct your account, to other companies within the Freespirit Events Limited group of companies other retailers and to financial and other organisations (including law enforcement agencies) involved in fraud prevention and detection, to use in the same way.

## Do we disclose the information collected to third parties?

Freespirit Events Limited do not sell, trade or rent your personal information to others. We may provide aggregate statistics about our customers, sales, traffic patterns and related site information to reputable third-party vendors, but these statistics will include no personally identifying information. We employ other companies and individuals to perform functions on our behalf. Examples include fulfilling orders, delivering packages, sending postal mail and e-mails, removing repetitive information from customer lists, analysing data, providing marketing assistance, processing credit card payments and providing customer services. Such companies and individuals will have access to personal information needed to perform these functions, but may not use it for any other purposes and are required to process the data in accordance with the UK's Data Protection legislation. We may give information about you to the following, who may use it for the same purposes as set out above: (a) to affiliated companies or subsidiaries owned or controlled by Freespirit Events Limited, if any; (b) to employees and agents of Freespirit Events Limited to administer any accounts, products and services provided to you by us now or in the future; (c) agents who (on our behalf) profile your data so that we may tailor the goods/services we offer to your specific needs; (d) to other organisations for the administration of prize draws or competitions; (e) to anyone to whom we transfer or may transfer our rights and duties under our agreement with you; (f) if we have a duty to do so or if the law allows us to so; You have the right to see personal data (as defined in the Data Protection Act) that we keep about you, upon receipt of a written request and payment of a fee. If you are concerned that any of the information we hold on you is incorrect please contact us (see details below).

## Cookies

Cookies are small amounts of information which we may choose to store on your computer which make it easier for you to log on to and use our web sites during future visits. They also allow us to monitor website traffic and to personalise the content of our websites for you. You may set up your computer to reject cookies although, in that case, you may not be able to use certain features on our sites.

## Links

We may display links to other sites within the websites operated by Freespirit Events Limited. We are not responsible for those other sites, their privacy policies or how they treat information about their members. We advise you to check their privacy policies to find out how they are treating your personal information

## Access and updates

You are entitled to see the information we hold about you and you may ask us to make any necessary changes to ensure that it is accurate and kept up to date. If you wish to do this, please contact us. We are entitled by law to charge a fee of £10 to meet our costs in providing you with details of the information we hold about you.

## Contact Us

If you have any questions about this privacy policy, or the privacy practices of Freespirit Events Limited, you can email us at [mail@freespiritevents.com](mailto:mail@freespiritevents.com) or [customerservices@intervalorders.com](mailto:customerservices@intervalorders.com).

## Consent

By using our Web sites, you consent to the collection and use of this information by Freespirit Events Limited and those authorised by us. If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it and under what circumstances we disclose it. By submitting your order, you consent to this transfer.