



Rare Management Privacy Policy (updated 19/2/21)

Rare Management Limited is committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

Information you give us.

You may give us information about you if you contact Rare via websites, letter, text, email or phone, or via partner organisations like Snowsport Industries of Great Britain (SIGB), which is a member organisation administered by Rare and Nevis Range Development Company (host venue to the Ft William MTB World Cup, organised by Rare Management Ltd). This includes information you provide if you register to use our websites, email newsletters, volunteer or act as a supplier, sponsor or supporter at events, if you subscribe to our services, search for a service or a product, place an order or carry out a transaction with us, post or contribute to our websites, participate in discussion boards or other social media functions, enter a competition, promotion or survey or when you report a problem to us. The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph.

Information you give to us. We will use this information as shown below:

- to carry out our obligations arising from any interactions entered into between you and us and to provide you with the information, products and services that you request from us;
- to provide you with information about other goods and services we are aware of that are similar to those that you have already enquired about;
- to respond to any of your comments and queries;
- to provide you, or permit selected third parties to provide you, with information about goods or services we feel may be relevant or of interest to you, given your initial enquiry.
- to ensure that the content from our websites is presented to you in the most effective manner for you and for your computer;
- to allow you to participate in interactive features of our website if you choose to do so;
- to keep and maintain the Rare Management and SIGB organisational records and databases;
- to notify you about changes to any of our services;
- to supply to partner organisations, but only where considered relevant.

Information we collect about you. With regard to each of your visits to our websites we may automatically collect the following information:

- technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our website (including date and time); products or services you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call us.



Information we collect about you. We will use this information, as noted in the section on Information you give to us, above, and also:

- to administer our website, SIGB membership data and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- as part of our efforts to keep our websites safe and secure;

Information we receive from other sources. We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

We will communicate with you by telephone, letter, text, email or other reasonable means with updates and information about goods and services similar to those which were the subject of a sale to you or an enquiry from you.

Disclosure of your information

We may share your personal information with selected third parties including:

- Partner organisations and other companies affiliated with Rare Management and SIGB;
- Service providers to Rare for the purposes of fulfilling your order, processing your payment details and providing support services;
- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you;
- World Pay (or any successor organisation) so that they can process a payment transaction on our behalf.
- Analytics and search engine providers that assist us in the improvement and optimisation of our websites;

We may disclose your personal information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms, or in order to enforce or protect any of our rights, property or safety (or those of our Members). This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Cookies on our websites

We may use 'cookies' to help customise your experience. 'Cookies' are small text files that are stored by the browser (e.g. Internet Explorer, Firefox, Chrome or Safari) or by a mobile phone (e.g. Android or iPhone) on your computer or mobile device. They allow websites to store such things as user preferences. You can think of cookies as providing a "memory" for the website, enabling it to recognise a user and respond appropriately.

Turning off cookies

Most browsers and phones have a way to stop accepting classes of cookies, or to stop it accepting cookies from a particular website. For example, cookies are needed in order to use most shopping carts, so you would not be able to buy things through websites if you turn off cookies.



Help in turning off cookies can be found in your browser or mobile phone help files or at this website <http://www.aboutcookies.org.uk/managing-cookies>

If you are concerned about third party cookies generated by advertisers from Europe, you can turn some of these off by going to the [Your Online Choices site](#).

Where we store your personal data

The data that we collect from you may be transferred to, and stored at, a destination inside the European Economic Area ("EEA"). It may also be processed by staff operating inside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information which you provide to us is stored on our servers. Where you have been given (or you have chosen) a password which enables you to access parts of our website, then you are responsible for keeping that password confidential. We would ask that you not share or disclose a password with any third party.

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 our Website; 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.

Your rights

You have the right to ask us what information we hold about you by making a request (by email, letter or even phone).

If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone or by email and in a timely manner (certainly within the one month maximum period). We will aim to correct any errors or erase any data you do not wish us to hold.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to info@raremanagement.co.uk

Complaints

If we fail to respond appropriately, you may complain to the Information Commissioners Office, <https://ico.org.uk>