



FALKIRK PRIVACY POLICY

City Falkirk Limited (hereafter City Falkirk/XOXO) is a controller and a processor of your personal data. We at City Falkirk/XOXO, respect your right to privacy. This Privacy Policy describes the types of personal information that you may provide to us or which we may otherwise collect when you communicate with us, including submitting bookings or enquiries through 3rd party sites, when you visit our website and when you use the Photobooth and Free Wi-Fi service when you visit our venue. This Privacy Policy also describes how we may use your information, with which we may share it and how we protect it. We also tell you how you can reach us to update your information, unsubscribe from receiving marketing communications from us, or answer any questions that you may have about our privacy practices.

By communicating with us, including when you access and use our website or when you register and use the Photobooth and Free Wi-Fi service in our venues, you are accepting and agreeing to the information practices described in this Privacy Policy. This Privacy Policy explains:

1. What information we collect and how do we obtain it?
2. How do we protect your information
3. Payment and card details
4. How do we use the information we collect?
5. Information we share
6. Collection of information by third party sites
7. Individuals' rights
8. Retention of data
9. Cookies
10. Disabling / Enabling Cookies
11. Revisions to this Privacy Policy
12. How to contact us

1. What information is collected and how do we obtain it?

We collect personal information relating to you, such as your name, date of birth, address, phone number and e-mail address in the following situations:

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

Information collected automatically using cookies:

Information collected automatically when you use the Free Wi-Fi service in one of our venues: we may collect other information concerning your use of our Free Wi-Fi service you visit one of our venues including what device you are using, its operating system and your browser used.

2. How do we protect your information?

We apply appropriate security measures to prevent unauthorized access to Personal Information we hold about you. All Personal Information about our customers is stored within a robust secure environment.

Our practice is that no data is ever provided to third parties except in the circumstances described in section 4 below.

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. Please also note that perfect security does not exist on the Internet. You'll know that you're in a secure area of our website when a "padlock" icon appears on your screen and the "http" portion of our URL address changes to "https." The "s" stands for "secure."

3. Payment and card details

- Payment processing services are provided by a 3rd party website and vendors, so please see their Privacy Policy for the use of your data.
- Payment details may be held securely on these sites when you book at one of our restaurant and hotels. This is used for deposits for table bookings, rooms or payment for damage to our property.

4. How do we use the information we collect?

We will only use your Personal Information for the purpose(s) for which you provide it to us including for example to:

- respond to your enquiries, provide you with updates on our services and details of promotional events;
- process orders and payments and arrange delivery of items;
- provide to you the Photobooth and Free Wi-Fi service in our venues;
- communicate with you regarding orders, promotions and market research initiatives;
- improve our services;
- update and maintain our records;
- prevent or detect fraud or abuses of our website or our Free Wi-Fi service;
- enable third parties to carry out technical, logistical or other functions on our behalf to make the website more useful to you; and/or
- process job applications.

Updates and Promotional offers: unless you have told us that you do not wish to be contacted for this purpose, we send you updates and information on our promotional offers. These may include joint promotions with our business partners. If you no longer want to receive such offers, please notify us by writing to: City Falkirk/XOXO, CLG Offices, 52-54 King Street, Stirling, FK8 1AY or email us at DataProtection@clg.co.uk.

Depending on where we collected your data from, as well as our own secure servers, City Falkirk/XOXO may hold your data on secure servers with the following partners who are data processors of your personal data:

- ResDiary
- Design My Night
- Airship

- Eventbrite
- Purple Wifi
- Skiddle
- Fixr
- Photobot.co
- Endeavour Hospitality Limited (CLG)

Please see their websites for their own privacy policy.

5. Information we share

We only share your Personal Information with our appointed carriers, sub-contractors and distributors 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 fulfilling order deliveries, 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 are not permitted to use it for other purposes.

Business transfers: in any corporate transactions (e.g. buying or selling of businesses, stores or business units) Personal Information is generally one of the transferred assets. We reserve the right to transfer any information we have about you in the event we sell or transfer all or a portion of our business or assets. Should such a sale or transfer occur, we will use reasonable efforts to try to ensure that the transferee uses Personal Information in a manner that is consistent with this Privacy Policy.

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.

6. Collection of information by third party sites

Our website may contain links to other websites whose privacy practices may be different to ours. You should check the privacy notices of those third party sites as we have no control over information that is submitted to or collected by those third party sites. We are not responsible for the content of these sites, any products or services that may be offered through these sites, or any other use of these sites.

7. Individuals' rights

- Right of access – to request access to your personal information and information about how we process it

- Right to rectification – to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- Right to erasure (also known as the Right to be Forgotten) – to have your personal information erased. Contact DataProtection@clg.co.uk
- Right to restriction of processing – to restrict processing of your personal information
- Right to data portability – to electronically move, copy or transfer your personal information in a standard form
- Right to object – to object to processing of your personal information
- Rights with regards to automated individual decision making, including profiling – rights relating to automated decision making, including profiling

8. Retention of data

Customer data – We will keep processing your data for as long as you allow us to. You can unsubscribe from our communications with you by unsubscribing using the link on all of our emails, or you can let us know by emailing DataProtection@clg.co.uk. Once you opt out, you won't hear from us again from that point on.

Successful job applicants – as per your contract with us, and legal requirements, we will store your personal data for 6 years post-employment.

Unsuccessful job applicants – we will store your personal data for a maximum of 3 months post recruitment campaign. Applicants through job platforms such as Indeed can refer to the individual platform for their specific retention and use policy.

9. “Cookies”

A cookie is a text-only string of information that a website transfers to the cookie file of the browser on your computer's hard disk so that the website can recognise your computer when a user of your computer returns to a website previously visited by someone using your computer. 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 computer. 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 computer, and are used only by the website operator to recognise your computer 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 computer 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 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).

10. Disabling / Enabling Cookies

You can accept or decline cookies by modifying the setting in your browser. The “help” portion of the toolbar on most Internet browsers will tell you how to change your browser cookie settings, including how to have the browser notify you when you receive a new cookie, and how to disable cookies altogether.

Please note that if you disable cookies you may not be able to use all the features of our website.

11. Revisions to this Privacy Policy

We may update or revise all or any part of this Website Privacy & Cookie Policy from time to time. A copy of the current Privacy Policy will be posted on our website and we encourage you to check it from time to time so you are aware of any changes or updates to the notice.

This was last revised on 8th September 2023.

12. How to Contact us

Should you:

- have any questions about this Privacy Policy or how we use your Personal Information;
- no longer wish to receive promotional offers;
- decide that you no longer wish us to hold or use any of your Personal Information;
- wish to change the use to which your Personal Information can be put;
- want to change the Personal Information we hold about you; and/or
- have any questions about this Privacy Policy

Please write to us at: City Falkirk/XOXO, CLG Offices, 52-54 King Street, Stirling, FK8 1AY or email us at DataProtection@clg.co.uk.

The Personal Information which you provide to us or which we gather from the website or in the course of providing services to you is controlled by City Falkirk/XOXO, CLG Offices, 52-54 King Street, Stirling, FK8 1AY.