

Privacy Policy

This privacy policy sets out how Black Grouse Media uses and protects any information that you give us when you use this website.

Black Grouse Media is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. Under Article 30 of the General Data Protection Regulations, Black Grouse Media is exempt from some of the regulations set in terms of the handling of private data, however wherever possible, we will comply with the regulations as laid down by the GDPR. Black Grouse Media may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from May 2018.

What we collect

We may collect the following information: name and job title, contact information including email address, demographic information such as postcode, preferences and interests other information relevant to customer surveys and/or offers. How we collect the information: We collect information from clients who enquire about our services and those that book.

When you enquire with Black Grouse Media via our contact form, we ask whether clients would like to join the mailing list. Clients have to answer either yes or no. Only those who answer yes are added to the mailing list. We collect information from our contact form which is hosted by our Webflow and Mailerlite. All information is stored on secure servers. For more information around security provided, please visit mailerlite.com and webflow.com

This information may include payment information when paying online through any of our payment providers including Stripe, SumUp and GoCardless. Black Grouse Media do not have access to any of your payment information other than the last four digits of your payment card expiry date and in some cases your address (if using Stripe/Braintree) or your Paypal account information (contact information only). All other payment information is held by Stripe, Braintree and Paypal directly. If paying in person, we utilise Paypal Here using a secure Chip & Pin card reader.

No payment information outside of the last four digits of your card and expiry date is recorded by Black Grouse Media. For further information about how Stripe, Braintree and Paypal process your information, please visit: <https://stripe.com/gb/privacy> <https://www.paypal.com/gb/webapps/mpp/ua/privacy-full> <https://www.braintreepayments.com/en-gb/legal/braintree-privacy-policy>

We will not automatically add anyone to our mailing lists unless they specifically ask to do so. Other Information which may be gathered: Other personal information about you may be gathered whilst you are using our websites through analytical software operated by Wix and Google.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons: Internal record keeping. We may use the information to improve our products and services. We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided. From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests. Website functionality

What we don't do with the information we gather

We hate spam and will never send emails to you which we don't think will be of interest. We won't continue to email you if you originally opted in but changed your mind. We certainly won't sell or give your information to anyone outside of Black Grouse Media.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways: whenever you are asked to fill in a form on the website, you will be asked to specifically opt in or out of marketing emails from Black Grouse Media. If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at info@blackgrousemedia.com

We will not sell, distribute or lease your personal information to third parties. You may request details of personal information which we hold about you under the Data Protection Act 1998 and General Data Protection Regulation. No fee will be payable. If you would like a copy of the information held on you please write to email us at info@blackgrousemedia.com. We will respond to your request within one month. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address.

We will promptly correct any information found to be incorrect.