



Privacy Policy For Virtual Running Events Ltd

Virtual Running Events Limited ("We") are committed to protecting and respecting your privacy. We NEVER sell any data to third parties and never will. This policy together with our Website Terms of Use (found at the bottom of the website) and any other documents referred to on it, sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

By placing an order on www.virtualrunningevents.co.uk you are accepting and consenting to the practices described in this policy. All devices our emails are accessed on have anti-virus software and are password protected. This means we are protecting your data as much as possible at every step of its usage. For the purpose of the Data Protection Act 1998 (the Act), the data controller is Joanne Davies-Raynor of Virtual Running Events Limited, Room 30, Rheola House, Belle Vue Centre, Belle Vue Road, Cinderford. GL14 2AB

INFORMATION WE MAY COLLECT FROM YOU We may collect and process the following data about you: · ***Information you give us.*** You may give us information about you by filling in forms on our site www.virtualrunningevents.co.uk, placing an order or by corresponding with us by phone, e-mail, social media, in person or otherwise. This includes information you provide when you submit evidence, subscribe to our mailing lists, use contact forms, create an account and when you report a problem with our site. This also includes the information given to process your order(s). The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and details.

Information we collect about you. With regard to each of your visits to our website we may automatically collect the following information: · technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, 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 site (including date and time); pages 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.

Information we receive from other sources. We may receive information about you if you use any of the other websites we operate or the other services we provide. [In this case we will have informed you when we collected that data that it may be shared internally and combined with data collected on this site. We are also working closely with third parties (including PayPal, Google Analytics, Heart Internet Analytics, search information providers and may receive information about you from them. Payment details - We will share transaction data with our payment services providers only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds. You can find information about the payment services providers' privacy policies and practices on their websites.

Mailing Lists. As a Virtual Running Events Ltd customer, you will have been offered to join our mailing list. We use a third party company called Mailchimp to deliver those emails. We gather statistics around email opening and clicks to improve our emails. For more information, please see MailChimp's privacy notice. When signing up to a mailing list, we ask for your name and email address. We do this so we can see that we are talking to the correct person.



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We do not pass any data on to any other companies. You can unsubscribe at any time by clicking the unsubscribe link at the bottom of our email or by emailing our data protection officer Joanne Davies-Raynor at races@virtualrunningevents.co.uk

Submitting evidence through the website - We will ask you for your name, order number and email address when using the evidence submission form. We ask for this in order to tie the evidence and order together to process posting the medal(s). We may use your details to contact you should it be necessary (for example not enough mileage given). When a medal is posted, your order will be updated to reflect this and an email will be sent from our system to notify you of the message.

Entering Competitions on social media.

When entering competitions on our social media platforms, we use your name to enter into a random line drawer using random.org. For any winners, we will then reply to your comment and ask you to message our page to receive your entry code. It is then your responsibility to purchase your entry on the website and use the discount code within the dates given to you. All Terms and Conditions are then agreed to by purchasing the entry. We store a screenshot of the draw results with names but no details to prove the draw was fair.

Providing Social Media Posts.

We do not post any photographs without full consent of the photograph owner. If you have given us consent to use your photograph, we will use it on our social media platforms (and website if applicable) but we will only use a first name (where applicable) and no surname or contact details to insure privacy to our customers.

COOKIES.

Our website uses cookies to distinguish you from other users of our website.

This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. We only use Google Analytics & Heart Internet Analytics for this purpose.

USES MADE OF THE INFORMATION We use information held about you in the following ways: · Information you give to us. We will use this information: · to carry out our obligations arising from any contracts 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 offer that are similar to those that you have already purchased/used or enquired about; · to provide you with information about goods or services we feel may interest you. If you are a new or existing customer, we will only contact you by electronic means (e-mail) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you. If you do not want us to use your data in this way, please inform our data controller Joanne Davies-Raynor on races@virtualrunningevents.co.uk 4 · to notify you about changes to our service; · to ensure that content from our site is presented in the most effective manner for you and for your computer.

Information we collect about you. We will use this information: · to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes; to improve our site to ensure that content is presented in the most effective manner for you and for your computer; · to allow you to participate in interactive features of our service, when you choose to do so; as part of our efforts to keep our site safe and secure; to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you; to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.



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Legitimate Interest. This means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). Under this clause we therefore store the following data relating to you/your Business:-

What information we keep on paper – proof of postage if postage has been bought online. This includes your name and address.

On Computer/cloud – all secured with passwords, anti-virus software and third parties who are GDPR compliant. Information stored includes your name, email address and postal address in a spreadsheet for each medal you purchase.

WordPress - www.virtualrunningevents.co.uk is built and updated and maintained in the WordPress platform. The website is password protected. When placing an order, your customer information will be stored within the website files and only be used to process and update you on the status of your order. If you create an account, all information will be kept within the WordPress site which is covered by GDPR guidelines, see <https://automattic.com/privacy/>

How we dispose of sensitive information. All information that is not of a sensitive nature is recycled. For anything containing sensitive data, we shred & burn all paper so it cannot be traced.

DISCLOSURE OF YOUR INFORMATION

We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006. We may share your information with selected third parties including: · Business partners, suppliers and sub-contractors for the performance of any contract we enter into with [them or] you. · Advertisers and advertising networks that require the data to select and serve relevant adverts to you and others. [We do not disclose information about identifiable individuals to our advertisers, but we may provide them with aggregate information about our users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement on any given day). We may also use such aggregate information to help advertisers reach the kind of audience they want to target (for example, women in SW1). We may make use of the personal data we have collected from you to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience]. · Analytics and search engine providers that assist us in the improvement and optimisation of our site.

We may disclose your personal information to third parties: · In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets. · If Virtual Running Events or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets. · 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 of website use found on www.virtualrunningevents.co.uk and other agreements; or to protect the rights, property, or safety of Virtual Running Events Ltd, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.



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WHERE WE STORE YOUR PERSONAL DATA All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted [using SSL technology]. 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 site; 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. For backup purposes we use cloud based software www.dropbox.com You can find their privacy policy on https://www.dropbox.com/en_GB/privacy. We also use Google Drive, you can find their privacy policy on <https://policies.google.com/privacy>

YOUR RIGHTS You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at races@virtualrunningevents.co.uk Our site may contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

ACCESS TO INFORMATION The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

Personal Data Breach Process. We have a duty to report certain types of personal data breaches to the relevant supervisory authority. Should this occur, we will notify them within 72 hours of becoming aware of the breach, where feasible. If the breach is likely to result in a high risk of adversely affecting individuals' rights and freedoms, we will also inform those individuals without undue delay. We will be required to keep a record of any personal data breaches, regardless of whether we are required to notify.

Our details This website is owned and operated by Joanne Davies-Raynor & Andrew Raynor (Company Directors). Our registered office is Room 30, Rheola House, Belle Vue Centre, Belle Vue Road, Cinderford, Glos. GL14 2AB. You can contact us: (a) by post, to the postal address given above; (b) using our website contact form (c) by social media using the links published on our website (d) by email, using the email address races@virtualrunningevents.co.uk

Our Data protection officers' contact details are: Joanne Davies-Raynor races@virtualrunningevents.co.uk