

Our Privacy Policy

Who are we?

Clip N Climb Stoke's aim is to provide a fun and challenging experience for all the family. We care about this and we aim to be as safe as we possibly can be whilst you are with us here.

At Clip N Climb Stoke, we are also committed to maintaining the trust and confidence of our visitors to our website, social media and our premises in Staffordshire.

In particular, we want you to know that we are not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. In this Privacy Policy, we've provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

Types of data

We collect Google Analytics

When someone visits <https://stoke.clipnclimb.co.uk> we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

Wifi

We have a Wi Fi at Clip N Climb Stoke with a shared password and do not collect any personal data on you if you use it

Mailing Lists

As part of the registration process to book here at [Clip N Climb Stoke](#) you have chosen to either opt in or out of our e-newsletter and we collect personal information namely your email, phone number and address. We use that information for a couple of reasons: to tell you about stuff you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right. We don't and will not rent or trade email lists with other organisations and businesses.

Booking Climbing Tickets on our Booking System or Birthday Parties/Clip N Fit or Toddler Sessions currently over the phone

When you purchase an entrance ticket or book a Birthday Party/Clip N Fit or Toddler Session through the [Clip N Climb](#) Booking System or over the phone we collect your name, address data, email and contact number and this will be stored in our Booking System or in locked forms in our office. We need this data to manage who is on site, payments, health and safety, to inform of changes and ask for information from you if required before the booking.

Please be assured that we do not share your personal details with any other company without your consent.

We don't share your data with third parties. We use data internally to manage staffing and assess numbers of people in the centre

We use general numbers of visitors for business forecasting and any business development purposes but don't disclose personal data in that process

Social Media

We are very happy you may follow or like us on social media as it's a great way to keep in contact with you. You can opt out of those pages at any time and we do not retain any information off your social media other than you being a liker of our page and us seeing you there.

There is no obligation to remain on our Facebook, Instagram or Twitter Pages

[@clipnclimbstoke](#) but we do hope you remain to see all the cool stuff we have coming up !

Access to your personal information

You have the right to see what data we hold about you and you contact Ed or Harry at info@clipnclimbstoke.co.uk to ask to see, edit and be removed from any newsletter you may have already opted in to or see what information we hold about you in our files or booking system

Changes to this Privacy Notice

The Privacy Policy will be reviewed annually