

Privacy Policy.

GDPR

Under GDPR, we have a legal duty to protect any personal information we collect from you. We use leading technologies and encryption software to safeguard your data, and keep strict security standards to prevent any unauthorised access to it.

We do not pass on your details to any third party.

Your rights

Under GDPR, you have rights as an individual which you can exercise in relation to the information we hold about you. These are;

- a right of access to a copy of the information comprised in their personal data;
- a right to object to processing that is likely to cause or is causing damage or distress;
- a right to prevent processing for direct marketing;
- a right to object to decisions being taken by automated means;
- a right in certain circumstances to have inaccurate personal data rectified, blocked, erased or destroyed; and
- a right to claim compensation for damages caused by a breach of the Act.

You can read more about these rights [here](#).

Visitors to our website

When someone visits carten100.com we do not collect any personally identifiable information through our website, we will be open about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Use of cookies by CARTEN100

Cookies are small text files sent to your computer or mobile device by the websites that you visit. They help make websites work better and provide information to the owners of the site. By understanding how people use our site, we can improve the navigation and content to better meet people's needs. The information collected by CARTEN100 includes IP address, pages visited, browser and operating system. The data will not be used to identify any user personally.

However we do not use cookies on our site. Web browsers allow some control of cookies through browser settings. To find out more about cookies and how to manage them, visit www.allaboutcookies.org.

Your Interaction with this website

We only collect email subscription details from visitors to this website who have chosen to register for our newsletters.

Newsletter

We allow visitors to register for our newsletter. We always first launch our annual booking form via newsletter, before also placing it on social media. We only collect and retain email addresses for this purpose. Recipients of our newsletters may amend their preferences or unsubscribe from our newsletter at any time by using the links provided within each newsletter.

We use a third party provider, mailchimp.com, to deliver our newsletters. We gather statistics around email opening and clicks using industry standard technologies including clear gifs to help us monitor and improve our e-newsletter. For more information, please see [Mailchimp's Privacy Policy](#).

Online Forms

Our site uses wufoo.com forms to provide an annual CARTEN100 event booking form and collect information from users who want to participate in a CARTEN100 cycling event. Wufoo is proprietary online form technology used to develop and host our booking forms. This service does use cookies to enrich the user interface and experience, and to provide CARTEN100 with booking analytics. For a detailed breakdown of this cookies please review the [Wufoo Cookie Policy](#).

This Wufoo service is also used to securely collect all booking data from our users. This can be seen via the secure 'padlock' on users' web browsers whenever accessing our booking forms. Your information is submitted to using TLS cryptographic protocols and is held within a secure Wufoo database until the event has sold out. This data is encrypted at rest and is stored in the US on Wufoo servers but its handling satisfies the provisions of GDPR as Wufoo is compliant under the EU-US Privacy Shield. Please see the compliance statement [here](#).

All booking data is then removed and deleted from the Wufoo database and exported in Microsoft Excel format over a secure encrypted connection to CARTEN100 computer server where it is held within an encrypted form for the duration of the event. Once the event has been completed then all booking data is deleted after one year.

Please also see the [Wufoo Privacy Policy](#) and their [GDPR statement](#).

People who contact us via social media

If you send us a private or direct message via social media the message will be stored by us for three months and will then be deleted. It will not be shared with any other organisations.

People who email us

We use Transport Layer Security (TLS) to encrypt and protect email traffic. If your email service does not support TLS, you should be aware that any emails we send or receive may not be protected in transit.

We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

We do not share any emails with third party organisations and will delete all emails sent to us with after three years.

Event Booking and Registration

Booking onto a CARTEN100 cycle event requires more detailed registration. The information that we require is mandatory for us to process bookings and allow riders to attend the event.

We collect this information for the sole process of completing your request to book onto a CARTEN event. We will hold this information securely for the duration of the event. It will be used to inform you about important information leading up to the event, to deliver your rider's pack and shirt orders, and to ensure that we have your key details and contacts during the event and to allow you to make use of our free Cardiff to Tenby hand luggage offer.

We remove all of your personal data within one year of the event completing although your name will be retained as a record of you attending the event and your email address will be retained for the purpose of our newsletter.

Event Payment

We do not process payments ourselves. Instead we simply use Wufoo to link your booking form to PayPal. Once you have inputted your login details and made payment then PayPal will inform us by means of a payment reference. This is then recorded against your booking registration. Please see the PayPal [Privacy Policy](#).

Consent

By consenting to this privacy notice you are giving us permission to process your personal data specifically for the purposes identified. You may withdraw your consent any time should you wish to remove yourself from the event. You may do this by contacting CARTEN100.

Complaints or queries

CARTEN100 tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy policy was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of CARTEN100 collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

Links to other websites

This privacy policy does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Changes to this privacy Policy

If this privacy policy changes in any way, we will place an updated version on this page. Regularly reviewing this page ensures you are always aware of what information we collect, how we use it and under what circumstances, if any, we will share it with other parties.

This privacy policy was last updated on 9 December 2018.

Feedback

We welcome your feedback. If you contact us asking for information, we may need to contact other government departments to find that information. If your question is technical, we may need to pass it to our technology suppliers.

We do not pass on any of your personal information when dealing with your enquiry, unless you have given us permission to do so. Once we have replied to you, we keep a record of your message for audit purposes.

How to contact us

If you want to request information about our privacy policy you can email us at info@carten100.com or write to:

CARTEN100
242 Cathedral Road,
Cardiff,
CF11 9JG