

## Privacy Policy

**THE COMPANY - CONNECT SNOWSPORTS - IS A TRADING NAME OF REGISTERED LIMITED COMPANY AWESOME EXPERIENCES GMBH ("THE COMPANY"), CHE-347.711.104**

This privacy policy will explain how our organisation uses the personal data we collect from you when you use our website.

### What data do we collect?

We do our best to make sure we do not keep any sensitive data and the data we do have is secure. We will not share or sell your data or mailing lists to any other person or company. We collect the following data:

- Name (and name of trainee if different) and email address
- Phone number, birth date, and home address (when you book on to one of our programs)
- How you heard about us

### How do we collect your data?

You directly provide Our Company with all of the data we collect. We collect data and process data when you:

- Register online for more information for one of our products
- Voluntarily complete a customer survey or provide feedback on any of our platforms (instagram, facebook etc)
- Email us for more information

### How will we use your data?

Our Company collects your data so that we can:

- Process your booking and manage your account
- Email you with any information about products and services we think you might like. If you agree, Our Company will share your data with our partner companies so that they may offer you their products and services. For example: accommodation providers and ski rental services.

### How do we store your data?

Our Company securely stores your data in a protected system that can only be accessed by the staff who have direct relevance. All data can be shared with you or deleted up on request.

## Marketing

Our Company would like to send you information about products and services that we think you might like. If you have agreed to receive marketing, you may always opt out at a later dates. You have the right at any time to stop Our Company from contacting you for marketing purposes. To the best of our knowledge all contacts on our database have opted in at some stage be requesting information about courses or requesting to join our mailing list. The mailing database is held securely with Mailchimp who not only have their own extensive security but also are not remitted to share any data that we have.

## What are your data protection rights?

Our Company would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

The right to access - You have the right to request Our Company for copies of your personal data.

The right to rectification - You have the right to request that Our Company to correct any information you believe is inaccurate. You also have the right to request Our Company to complete information you believe is incomplete.

The right to erasure - You have the right to request that Our Company erase your personal data. The right to restrict processing - You have the right to request that Our Company restrict the processing of your personal data.

The right to data portability - You have the right to request that Our Company transfer the data that we have collected to another organisation, or directly to you.

## BASI

We are obliged to submit certain mandatory information to BASI when you enrol in a course that includes a BASI exam – this ranges from name and date of birth to next of kin and any medical conditions relevant to the course they are undertaking.

## What are Cookies?

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies.

## **How do we use cookies?**

Our Company uses cookies to improve your experience on our website by trying to understand how you use our website. We use these cookies to collect information about your visit to our website, the content you viewed, the links you followed and your IP address.

## **How to manage cookies?**

You can set your browser not to accept cookies.

## **Changes to our privacy policy.**

Our Company keeps its privacy policy under regular review and places any updates on the website. This privacy policy was last updated on 29 April 2021.

## **How to contact us**

Email us at: [info@connectsnowsports.com](mailto:info@connectsnowsports.com)

Call us at: 0041 79 919 24 07