



# Terms & Conditions

## Enso Group LTD Websites

Please read through the Terms. If you do not agree with the Terms, do not use this web site. If you do use the website, your conduct indicates that you agree to be bound by the Terms.

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The material on this web site does not constitute advice and you should not rely on any material in this web site to make (or refrain from making) any decision or take (or refrain from taking) any action.

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In no event do we accept liability of any description, including liability for negligence (except for personal injury or death), for any damages or losses (including, without limitation, loss of business, revenue, profits, or consequential loss) whatsoever resulting from performance of, use of or inability to use this web site.

While Enso Group LTD endeavours to ensure that this website is normally available 24



hours a day, Enso Group LTD shall not be liable if for any reason this web site is unavailable at any time or for any period. Access to this web site may be suspended temporarily and without notice in the case of system failure, maintenance or repair or for reasons beyond our control.

We make no warranty that this web site (or web sites which are linked to this web site) is free from computer viruses or any other malicious or impairing computer program.

The pages contained in this web site may contain technical inaccuracies and typographical errors.

The information in these pages may be updated from time to time and may at times be out of date.

We accept no responsibility for keeping the information in these pages up to date or liability for any failure to do so.

All users are advised to check advert details carefully before entering into any agreements of any kind. If in doubt, please seek legal advice.

### **Third party material**

This web site contains material by third parties. All third party material is published in



good faith. We do not accept any responsibility for the accuracy of such material (nor is any warranty expressed or implied by publication) and Enso Group LTD specifically disclaims and excludes all liability to any person for any loss or damage of any nature whatsoever or however arising from any error, omission or inaccuracy in such material and Enso Group LTD takes no responsibility for such material.

In the event that you purchase or obtain any goods or services from a third party then your acquisition of such goods or services will be in accordance with the third party's terms and conditions and we will have no liability to you in respect of the same.

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conferred by implication, or otherwise, any licence or right under any patent, trademark or copyright of Enso Group LTD or of any third party.

**Validity**

If any term, condition, or provision of these terms and conditions is determined to be unlawful, invalid, void, or for any reason unenforceable, the validity and enforceability of



the remaining terms, conditions and provisions shall not in any way be affected or impaired thereby.

**Law governing the Terms**

Use of this Website and these Terms shall be subject only to the laws of England and Wales which shall exclusively govern the interpretation, application and effect of all the above permissions, exclusions, licences and conditions of use.

**Privacy policy**

Enso Group LTD. only retains personal information which relates to subscriptions to email notifications and/or newsletters. We are committed to safeguarding the privacy of our subscribers; this policy sets out how we will treat your personal information.

Data Controller means the person or organisation who determines the purposes for which and the manner in which any personal data is processed. We, Enso Group Limited are the Data Controller.

**What information do we collect?**

When you visit and use this website we may collect, temporarily store and use the following kinds of data:

1. anonymised information about visits to and use of this website (including browser type, referral source, length of visit and number of page views);
2. anonymised information relating to any transactions carried out between visitors and us on or in relation to this website, including anonymous information relating



- to any purchases subsequently made;
3. information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters (including your email address);
  4. helping you obtain vouchers for deals that you have bought through our website;
  5. any other information that you choose to send to us;

Our legal basis for handling your personal information is therefore for the purposes of our legitimate interests in ensuring you receive from us the services you have asked us to provide.

## **Cookies**

A cookie consists of information sent by a web server to a web browser, and stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.

We may use both “session” cookies and “persistent” cookies on the website. We will use the session cookies to: keep track of you whilst you navigate the website; and other uses. We will use the persistent cookies to: enable our website to recognise you when you visit; and other uses.

Session cookies will be deleted from your computer when you close your browser.

Persistent cookies will remain stored on your computer until deleted, or until they reach a specified expiry date.

We use Google Analytics to analyse the use of this website. Google Analytics generates



statistical and other information about website use by means of cookies, which are stored on users' computers. The information generated relating to our website is used to create reports about the use of the website. Google will store this information. Google's privacy policy is available at: <http://www.google.com/privacypolicy.html>.

Our advertisers/payment services providers may also send you cookies.

Most browsers allow you to refuse to accept cookies. (For example, in Internet Explorer you can refuse all cookies by clicking “Tools”, “Internet Options”, “Privacy”, and selecting “Block all cookies” using the sliding selector.) This will, however, have a negative impact upon the usability of many websites, including this one.

**Third party websites**

The website contains links to other websites. We are not responsible for the privacy policies or practices of third party websites.

**Using your personal data**

Personal data submitted on this website will be used for the purposes specified in this privacy policy or in relevant parts of the website. We take your privacy and the security of your personal information extremely seriously, and we comply with the requirements of the GDPR.

We will only use your personal information to:

1. send you email notifications which you have specifically requested;
2. send to you our newsletter and other marketing communications relating to our business which we think may be of interest to you by post or, where you have specifically agreed to this, by email or similar technology (you can inform us at any time if you



no longer require marketing communications);

3. deal with enquiries and complaints made by or about you relating to the website;

4. help you get offer vouchers from third parties that you have bought through our website, although we do not store any of your personal information. 5. If you have

any queries relating to our use of your personal data or any other data protection or privacy policy issues then please contact us on

info@ensoeu.com or by writing to us at:

## Complaints

Enso Group Ltd

The Stables, Clevedon Hall Estate, Clevedon North Somerset BS21 7SJ


## Disclosures

We may disclose information about you to any of our employees, officers, agents, suppliers (including their sub-contractors) or our subcontractors insofar as is necessary for the purposes of providing our services to you and on the understanding they keep the information confidential and in accordance with the terms set out in this privacy policy. This will include, but not be limited to, any third party we use for the provision to us of a marketing platform.

In addition, we may disclose information about you:

1. to the extent that we are required to do so by law;
2. in connection with any legal proceedings or prospective legal proceedings; 3. in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk); and



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4. to the purchaser (or prospective purchaser) of any business or asset which we are (or are contemplating) selling.

Except as provided in this privacy policy, we will not provide your information to third parties.

### **Transferring your information outside of Europe**

We currently do not transfer your personal data outside the EEA. If in the future we transfer your personal data, in accordance with the terms of this Policy outside of the EEA, we will make sure that the party receiving the data agrees to provide the same or

similar protection that we do and that the information they receive is used only in accordance with our instructions.

### **Marketing**

We would like to send you information about services and products of ours [and other companies in our group] which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date.

You have a right at any time to stop us from contacting you for marketing purposes or giving your information to other members of our group.

If you no longer wish to be contacted for marketing purposes, please email [info@ensoeu.com](mailto:info@ensoeu.com)

### **Security of your personal data**



We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. Of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet. You are responsible for keeping your password and user details confidential. We will not ask you for your password.

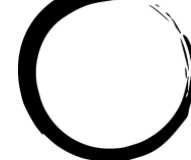
**Policy amendments**

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes.

Your rights

The GDPR grants you the right to access particular personal data that we hold about you.

You therefore have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the following address: Enso Group Ltd, The Stables, Clevedon Hall Estate, Clevedon North Somerset. We shall respond promptly to any such request and in any event, within one month from the point of receiving the request and all necessary information from you. In certain (very limited) circumstances, we may make a small



charge for this service. Our formal response will include details of the Personal Data we hold about you, including the following:

- Sources from which we acquired the information;
- The purposes for Processing; and
- The persons or entities with whom we are sharing the information.

You also have the right to receive your Personal Data in a structured, commonly used and machine readable format and have the right to ask us to transmit it to another controller if technically possible.

We want to make sure that your Personal Data is accurate and up to date. You may ask us to correct or remove without delay any information about you that you think is inaccurate by emailing us at [info@ensoeu.com](mailto:info@ensoeu.com) or writing to us at the above address.

You have the right to seek a restriction of the processing of your Personal Data in certain circumstances. Further, you have the right to lodge an objection if you feel that one of the grounds relating to your particular situation apply. When you exercise your right to object, we must stop any processing unless we can show compelling legitimate grounds for the Processing, which override your interest, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

Should you wish for us to completely delete all information that we hold about you, you should please contact [info@ensoeu.com](mailto:info@ensoeu.com)

### **Data retention**

We will keep your personal information only for as long as we



need.

## **Complaints**

If you feel that your personal data has been processed in a way that does not comply with the GDPR, you have a specific right to lodge a complaint with the relevant supervisory authority. The supervisory authority will then inform you of the progress and outcome of your complaint. The supervisory authority in the UK is the Information Commissioner's Office.

## **Contact**

If you have any questions about this privacy policy or our treatment of your personal data, please write to us by email to [info@ensoeu.com](mailto:info@ensoeu.com) or by post to Complaints, Enso Group Ltd, Enso Group Ltd, The Stables, Clevedon Hall Estate, Clevedon North Somerset.