

Privacy Policy

This is all the legal boring stuff that we Twiggles don't want to bog you down with but it has to be done to protect you (and us) from nasties, so here it is as simplified as possible....

What personally identifiable information do we collect?

Sometimes BeWILDerwood needs to collect information about our visitors to provide specific services, we've listed them below:

Booking Tickets

When you make a ticket booking with us we require certain personal information to allow us to process your booking.

This includes your name, address, telephone number, email address, credit card or debit card number and card expiry date.

If you're making a school or group booking, we will need the above information in relation to the company or organisation you are making a booking for.

We only share this information (securely) with our ticketing and payment providers so that we can process payment.

E-newsletter

We will collect certain information about you when you sign up to receive our e-newsletter (The Twiggle Times).

This can include name, email address and date of birth. We ask that all subscribers are over the age of 13, or have parental consent.

BeWILDerwood will use the above information to contact you (only directly as we do all our marketing ourselves) from time to time with details of our products, services or special offers that we think you may find interesting.

You can unsubscribe from our e-newsletter at any time via the link at the bottom of each e-newsletter.

BeWILDerwood

Horning Road, Hoveton,
Wroxham, Norwich, Norfolk, NR12 8JW



Telephone 01692 633 033

Web BeWILDerwood.co.uk

Email explore@BeWILDerwood.co.uk





When you make a ticket booking online, if you do NOT wish to be added to our e-newsletter, please tick the box on the Customer Details section of the online booking process.

For ticket bookings over the phone, you will be asked whether you would like to be added to our mailing list – feel free to say no, we won't be upset!

For ticket purchases on the day of your visit, we don't tend to ask for any personal details but again, feel free to say no if you'd rather not share this information.

Competitions

We will collect information about you when you enter certain activities; for example, when you submit text, photographs, graphics or drawings.

However, we will only use this information or the content you send us if we have received permission directly from you.

Surveys

Sometimes we want may set up a survey via our Wiggly Website, e-newsletter, ticketing system or social media pages to have a look and see what sort of folks are visiting us but don't worry, any personal information will be removed to ensure confidentiality.

Who is collecting the Information?

When you are on the BeWILDerwood website, and are asked for personal information, you are only sharing that information with BeWILDerwood – we never, ever, ever share it with any other companies.

Please note, websites that link to BeWILDerwood may collect personally identifiable information about you – this policy does not cover these websites.

How is the information used?

The primary reason we collect data is to process a booking to visit our Park.

We also sometimes collect information about our visitors so we can learn a little more about the people who visit us; researching the demographics, interests and behaviour based on the information provided to us upon registration to mailing lists, ticket bookings, from our server logs or from surveys.

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This research is compiled and analysed on an aggregated (group) basis, which means all personal information will be removed. We never share this information with anyone else and only use it to better understand our visitors and hopefully make BeWILDerwood even more wonderful!

Do we share this information with anyone?

As a general rule, BeWILDerwood doesn't disclose your personally identifiable information except when we have your express permission. From time to time BeWILDerwood may use third parties (like email marketing companies) to distribute information to you but we'll protect the confidentiality and security of that information, and not allow such third parties to use that information other than in connection with the provision of the service we have contracted them to perform.

We may be required to provide information by law as permitted by the Data Protection Act or by a legal authority recognised by the European Union.

What are the choices regarding the collection, use and distribution of your information?

If you don't want to receive our e-newsletters anymore, you can unsubscribe any time by clicking "unsubscribe" link included.

You also have choices regarding cookies – by amending your browser settings, you have the choice to accept all cookies, to be notified when a cookie is set or even to reject all cookies. If you choose to reject all cookies, some parts of the BeWILDerwood website that required registration (such as buying a ticket) won't work.

BeWILDerwood does not sell or rent user information to anyone and we will notify you at the time of data collection or transfer if your data will be shared with a third party who has an independent right to use the information – and you can then choose not to use that particular service.

What are cookies?

Like almost all websites, BeWILDerwood's uses cookies to provide you with the best experience we can. Cookies are small text files that are placed on your computer or mobile device when you browse websites. For more information about cookies, please see our Cookie Policy.

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How can you access, update or delete your information?

If you have not previously objected to us using your personal information, you may change your mind at any time by writing to us at BeWILDerwood, Horning Road, Hoveton, Norfolk NR12 8JW or emailing explore@bewilderwood.co.uk.

You may request details of personal information that we hold about you under the Data Protection Act 1998. A small fee will be payable. This fee will not exceed £10.00 per data subject. If you would like a copy of the information held on you please write us at BeWILDerwood, Horning Road, Hoveton, Norfolk NR12 8JW or emailing explore@bewilderwood.co.uk.

What security procedures are in place to protect the loss, misuse or alteration of the information we store?

Unfortunately, no data transmitted over the internet can be guaranteed as 100% secure. As a result, while we strive to protect your personal information, BeWILDerwood cannot ensure or warrant the security of any information you transmit to us or from our online products or services and you do so at your own risk. Once we receive your transmission however, we make our best efforts to ensure its security on our systems.

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