

PG Pleasure Boats Ltd.

t/a

“Grove Ferry River Trips”



&

“Tonbridge River Trips”



Data Protection - Privacy Policy

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## Versioning:

Date	Version	Details	Author
17/01/2016	1.0	Created for website cookie policy	GR
17/01/2018	1.1	Changes to reflect GDPR	GR
19/01/2018	1.11	Review and amend	GR
02/08/2020	1.12	Review and update	GR
28/01/2022	1.13	Review and update	GR

# Privacy Policy

## Introduction

PG Pleasure Boats Ltd includes t/a “Grove Ferry River Trips” and t/a “Tonbridge River Trips” gather and use personal information from customers, suppliers, business contacts, sub-contractors and other people the company has a relationship with or may need to contact

This policy describes how we protect your privacy and how you can control how we use your personal information, how it is collected, handled and stored to comply with the law.

## Contact Details:

PG Pleasure Boats Ltd.  
Nimrod Hall Farm  
Sissinghurst Road  
Biddenden  
Kent TN27 8EU

## Emails:

info@grogeferryrivertrips.co.uk

info@tonbridgerivertrips.co.uk

## Websites:

www.grogeferryrivertrips.co.uk

www.tonbridgerivertrips.co.uk

## What information is collected and why?

In general, you can browse the websites without disclosing any information about yourself at all.

When you provide your information to us via our website, by email, over the phone, through social media, face to face, or via our booking system we only ask you to supply information that we need in order to provide the service you have requested. We will normally ask you to provide us with your name, address, email address, phone number and criteria specific to your enquiry

However, if you do business with us we may also ask for further information about you or your company including finance details.

You may also provide your information to us via another website for example Facebook or Twitter.

The data collected is only used by PG Pleasure Boats Ltd and it’s sub-contractors to manage bookings, occasionally to keep you informed and updated, to improve our website, and for the safe operation of the Company

The information is NOT shared, sold or in any way provided to any third parties.

## How do we protect your personal details?

We take our obligations to keep your personal data safe and secure very seriously, we have strict procedures governing the storage and disclosure of personal details to prevent unauthorised access and misuse.

Business and safety contacts are available to Directors and sub-contractors in a secure online database.

In certain circumstances we have a statutory obligation to keep personal data for a set period of time for example financial information (normally 6-7 years) for financial auditing purposes.

## [Access to your personal information](#)

You have the right to request a copy of the personal information PG Pleasure Boats Ltd holds about you and to have any inaccuracies corrected. Please address any requests to [info@groveherryrivertrips.co.uk](mailto:info@groveherryrivertrips.co.uk) or [info@tonbridgerivertrips.co.uk](mailto:info@tonbridgerivertrips.co.uk)

Under some circumstances we may be required to disclose or share your information without your consent, for example if we are required to by the police, the courts or for other legal reasons.

## [Use of cookies by our websites](#)

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. We use "tracking cookies" for statistical data only, no personal details are captured.

The following links will take you away from PG Pleasure Boats Ltd to other websites with independent information.

You can change your browser to stop cookies downloading – see info here (<http://www.aboutcookies.org/Default.aspx?page=1>)

Or you can delete them – see info here (<http://www.wikihow.com/Clear-Your-Browser's-Cookies>).

## [Cookies used by \[www.groveherryrivertrips.co.uk\]\(http://www.groveherryrivertrips.co.uk\) and \[www.tonbridgerivertrips.co.uk\]\(http://www.tonbridgerivertrips.co.uk\)](#)

The following Cookie categories are based on the classification presented in The International Chambers of Commerce (ICC) Cookie Guide

**Category 1:** Strictly necessary cookies. These cookies are strictly necessary to provide services that you have requested.

### Category 1 Cookies used by PG Pleasure Boats Ltd.

Name	Provider	Purpose	Expiry	Type
CONSENT	YouTube	Used to detect if the visitor has accepted the marketing category in the cookie banner. This cookie is necessary for GDPR-compliance of the website.	2 years	HTTP Cookie
csrftoken	Farehabor	Helps prevent Cross-Site Request Forgery (CSRF) attacks.	1 year	HTTP Cookie
isEU	Farehabor	Determines whether the user is located within the EU and therefore is subject to EU's data privacy regulations.	Persistent	HTML Local Storage
persistentStorageIdentifier	Farehabor	Necessary for the website's booking functionality.	Persistent	HTML Local Storage
farehabor-uuid	Farehabor	Necessary for the website's booking functionality.	Persistent	HTML Local Storage

**Category 2:** Performance or Statistics cookies. These cookies collect information about how visitors use our website, for instance which pages visitors go to most often. The information collected is anonymous and is only used to improve the way our website works.

## Category 2 Cookies used by PG Pleasure Boats Ltd.

Name	Provider	Purpose	Expiry	Type
_ga	Google	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	2 years	HTTP Cookie
_gat	Google	Used by Google Analytics to throttle request rate	1 day	HTTP Cookie
_gid	Google	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	1 day	HTTP Cookie
collect	Google	Used to send data to Google Analytics about the visitor's device and behavior. Tracks the visitor across devices and marketing channels.	Session	Pixel Tracker
TASSK	Tripadvisor	This cookie allows the visitor to view embedded content from Tripadvisor, such as advertisement.	180 days	HTTP Cookie
TAUD	Tripadvisor	This cookie allows the visitor to view embedded content from Tripadvisor, such as advertisement.	14 days	HTTP Cookie

Click on this link (<https://tools.google.com/dlpage/gaoptout>) to opt out of Google Web Analytics.

**Category 3:** Functionality cookies. These cookies allow us to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more relevant features.

## Category 3 Cookies used by PG Pleasure Boats Ltd.

Name	Provider	Purpose	Expiry	Type
ASPSESSIONID#	www.grogeferryrivertrips.co.uk	Preserves users states across page requests.	Session	HTTP Cookie
ASPSESSIONID#	www.tonbridgerivertrips.co.uk	Preserves users states across page requests.	Session	HTTP Cookie
fh-content-language	Farehabor	Checks language	Session	HTTP Cookie
fh-target-language	Farehabor	Checks language	Session	HTTP Cookie
fh-units-language	Farehabor	Checks language	Session	HTTP Cookie

**Category 4:** Targeting or Advertising cookies. These cookies are used to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advert as well as help measure the effectiveness of the advertising campaign. They are usually placed by advertising networks with the website operator's permission. They remember that you have visited a website and this information is shared with other organisations such as advertisers.

## Category 4 Cookies used by PG Pleasure Boats Ltd.

Numerous 3<sup>rd</sup> party cookies from, FareHarbor, TripAdvisor, and YouTube.

To contact us about the use of Cookies on this site please email [info@grogeferryrivertrips.co.uk](mailto:info@grogeferryrivertrips.co.uk) or [info@tonbridgerivertrips.co.uk](mailto:info@tonbridgerivertrips.co.uk)

## Your consent

By disclosing your personal information to PG Pleasure Boats Ltd, you consent to the collection, storage and processing of your personal information in the manner set out in this Privacy Policy.

To have your data erased (provided the booking is expired or cancelled) please email [info@grogeferryrivertrips.co.uk](mailto:info@grogeferryrivertrips.co.uk) or [info@tonbridgerivertrips.co.uk](mailto:info@tonbridgerivertrips.co.uk) with your request.

Do you have any other questions about privacy? We want you to feel happy about any information you give us and know that it is safe and you have control over the way it is used. If you have any questions about our Privacy policy, please email us at [info@groveherryrivertrips.co.uk](mailto:info@groveherryrivertrips.co.uk) or [info@tonbridgerivertrips.co.uk](mailto:info@tonbridgerivertrips.co.uk)

## Social Media

Our websites contain links to social media - third party sites (Facebook, Twitter, YouTube, Instagram, and Google) displaying our relevant data. By clicking these links you will leave our website and be taken to sites not in our control or covered by this privacy policy.

## Links to other websites

We link our websites directly to other sites. This privacy policy does not cover those links or sites.

## Business Contacts

Business contact details are used and stored as part of the running of the business, all such details are for the use and smooth, safe running of the business. Details that are found to be incorrect are updated on an ad hoc basis or deleted.

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