

GREAT CORNISH FOOD STORE

LOYALTY CLUB: TERMS AND CONDITIONS

GENERAL:

1. The Great Cornish Food Store Loyalty Club (the Club) is operated by Great Cornish Food Store Ltd (GCFS/Us/We), Tregurra Park, Newquay Road, Truro TR1 1RH. Registered in England & Wales: Company no. 09997008.
2. These terms and conditions govern the Club and any application for membership or participation in it will be treated as acceptance of these terms and conditions. Additional terms and conditions may apply for optional ad hoc elements such as competitions and prize draws. Members participating in optional elements of the scheme will be considered to have accepted the additional terms and conditions.
3. Revisions to these terms and conditions are notified to members via the email address provided on their application form. The latest terms and conditions are published on GCFS website.
4. We may cancel, withdraw or alter the Club, including these terms and conditions, or any individual membership, at any time if we deem it appropriate or necessary. We will ordinarily cancel a membership if it has not been used over a period of two years.
5. All Club membership cards (including temporary cards) belong to GCFS.
6. The Club operates in the UK. All members must be resident within the UK and aged 18 years or over. We may refuse an application for any reason.
7. We do not issue additional cards for the same membership account.
8. If we identify that a member holds two or more cards, we may merge them into one account. Members who live at and have accounts registered at the same address may not join their accounts together.
9. The Club is for personal use only and may not be used for any business transaction or purpose.
10. We cannot be held responsible for any loss of benefits resulting from a member's details being out of date or inaccurate unless we have not implemented changes that have been notified in writing by the member.
11. We may take any action we consider appropriate, including removing or suspending membership if we have reason to believe a member is abusing the scheme.
12. The Club membership card, in whatever form, is non-transferable, cannot be copied and can only be used by the member who is named and registered for the card or their partner/spouse.
13. Members may contact us using the details on the 'Contact Us' page of the GCFS website.

MEMBERSHIP BENEFITS:

1. Members have access to, exclusivity over, or priority for specified offers, competitions, activities, events and promotions. These are advertised via email, in-store signage and other relevant means.
2. Cards must be presented at the payment till BEFORE payment to claim relevant discounts or offers. Benefits cannot be claimed after a transaction is complete.
3. Cards should also be presented each time a member shops at the store, regardless of whether any specific discount or offer is being applied. This creates a record of each member's shopping preferences, which helps to determine future benefits we devise.
4. All benefits are subject to availability and are non-transferable.

COLLECTION AND USE OF DATA:

1. Personal information is data that can be used to identify or contact a single person. We collect personal information to enable us to keep members informed about the Club and its benefits. It also helps us to improve our services, and how we promote them. If a member does not want to be on our mailing list for these purposes, they can opt out at any time by notifying us.
2. We may also use personal information to send important notices about membership such as changes to the terms and conditions. Because this information is important to the scheme, members may not opt out of receiving these communications.
3. We may also use personal information for internal purposes such as auditing, data analysis and research to improve our products, services and communications.
4. We also collect non-personal information - data in a form that does not permit direct association with any specific individual. This might include, for example, post code, so that we can better understand customer behaviour and improve our products, services and advertising.
5. We also may collect and aggregate anonymised information to help us improve our products and services. This is classified as non-personal information.
6. If we combine non-personal information with personal information the combined information will be treated as personal information for as long as it remains combined.
7. Personal information will not be shared with third parties for their marketing or advertising purposes.
8. Personal information may be shared with companies who provide services such as information systems and payment processing. These companies are obliged to protect this information.
9. It may be necessary - by law, legal process, litigation, and/or requests from public and government authorities within or outside the UK - for us to disclose your personal information. We may also disclose personal information if we determine that disclosure is necessary or appropriate for purposes of national security, law enforcement, or other issues of public importance.
10. We may also disclose personal information if we determine that disclosure is reasonably necessary to enforce our terms and conditions, protect other users, or preserve our intellectual or other property. Additionally, in the event of a reorganisation, merger, or sale we may transfer any and all personal information to the relevant third party.
11. We take administrative, technical, and physical measures to safeguard personal information against loss, theft, and misuse, as well as against unauthorised access, disclosure, alteration and destruction.
12. We retain personal information for the period necessary to fulfil the purposes outlined in these terms and conditions unless a longer retention period is required or permitted by law.
13. Members can request access to the data we hold and should take appropriate steps to notify us of necessary amendments. If we are not required to retain it by law or for legitimate business purposes, members may ask us to delete their personal information. We may decline to process requests for access to information that are unreasonably repetitive, require disproportionate technical effort, jeopardise the privacy of others, are extremely impractical, or for which access is not otherwise required by law.

Great Cornish Food Store Ltd

Loyalty Club Terms and Conditions last revised 16th June 2018