

Privacy Policy & Cookie Policy

Last Updated On 10 Feb 2025

Effective Date 20-Feb-2025

PG Pleasure Boats Ltd. t/a

Grove Ferry River Trips



&



t/a Tonbridge River Trips

This Privacy Policy describes the policies of PG Pleasure Boats Ltd.

t/a Grove Ferry River Trips

and
Nimrod Hall Farm
Sisinghurst Road
Biddenden,
Kent TN27 8EU,
United Kingdom

t/a Tonbridge River Trips

Emails:

info@grogeferryrivertrips.co.uk

info@tonbridgerivertrips.co.uk

Websites:

<https://grogeferryrivertrips.co.uk>

<https://tonbridgerivertrips.co.uk>

We collect, use, and share your information when you visit our websites: <https://grogeferryrivertrips.co.uk> and <https://tonbridgerivertrips.co.uk>. (the "Service"). Using the Service means you agree to our Privacy Policy. This includes how we collect, use, and share your information. If you do not consent to the same, please do not access or use the Service.

We can change this Privacy Policy anytime. We will post the updated Privacy Policy on the Service. The revised Policy starts 10 days after it's posted in the Service. If you keep using the Service after that, you accept the new Privacy Policy. We therefore recommend that you periodically review this page.

HOW WE SHARE YOUR INFORMATION:

We won't share your personal information with any third party without your consent. There are some exceptions, which are explained below:

- Ad service
- Analytics
- Data collection & process

Third parties can only use the personal information we share for the purpose it was intended. They must not keep it any longer than necessary to achieve that purpose.

We can share your personal information in these cases: (1) to follow the law, a court order, or legal processes; (2) to uphold our agreements with you, like this Privacy Policy; or (3) to respond to claims that you violated a third party's rights while using the Service. If our company is acquired or merged with another company, your information will be part of the assets transferred to the new owner.

YOUR RIGHTS:

You may have several rights regarding your personal data, depending on the law. These include:

- Accessing and correcting or deleting your data.
- Receiving a copy of your personal information.
- Restricting or objecting to how we process your data.
- Requesting us to share (port) your information with another entity.
- Withdrawing any consent you gave us to process your data.
- Filing a complaint with a legal authority.

Other rights may also apply under the relevant laws. To exercise these rights, you can write to us at info@tonbridgerivertrips.co.uk. We will respond to your request in accordance with applicable law.

Do note that if you do not allow us to collect or process the required personal information or withdraw the consent to process the same for the required purposes, you may not be able to access or use the services for which your information was sought.

COOKIES ETC.

To learn more about how we use these and your choices in relation to these tracking technologies, please refer to our Cookie Policy (below).

SECURITY:

We care about your information security. We will use reasonable measures to stop loss, misuse, or unauthorized changes to your data. We cannot promise complete security due to the risks involved. So, we can't guarantee the safety of any information you send us. You send it at your own risk.

THIRD PARTY LINKS & USE OF YOUR INFORMATION:

Our Service may contain links to other websites that are not operated by us. This Privacy Policy doesn't cover the privacy practices of third parties. This includes any website or service linked to from the Service. We strongly advise you to review the privacy policy of every site you visit. We don't control or take responsibility for what third-party sites or services do. This includes their content and privacy policies.

GRIEVANCE / DATA PROTECTION OFFICER:

If you have any queries or concerns about the processing of your information that is available with us, you may contact our Grievance Officer at:-

PG Pleasure Boats Ltd
Nimrod Hall Farm
Sisinghurst Road
Biddenden,
Kent TN27 8EU,
United Kingdom

info@grovesferryrivertrips.co.uk

and/or

info@tonbridgerivertrips.co.uk

We will address your concerns in accordance with applicable law.

Cookie Policy

What are cookies?

This Cookie Policy explains cookies and our use of them. It explains the types of cookies we use. It also details what information we collect, how we use it, and how to manage your cookie settings.

Cookies are small text files that are used to store small pieces of information. They are stored on your device when the website is loaded on your browser. These cookies help the website work well. They make it more secure, improve user experience, and show us how the site performs. Also, they help us see what works and what needs fixing.

How do we use cookies?

Our website, like many others, uses first-party and third-party cookies for different reasons. First-party cookies help the website work correctly. They don't gather any of your personal data.

Third-party cookies on our website help us understand its performance and how you use it. They also keep our services secure and show you relevant ads. Overall, these cookies aim to enhance your experience and speed up your future visits.

Types of Cookies we use

Necessary cookies are required to enable the basic features of this site, such as providing secure log-in or adjusting your consent preferences. These cookies do not store any personally identifiable data.


Functional cookies help perform certain functionalities like sharing the content of the website on social media platforms, collecting feedback, and other third-party features.

Analytical cookies are used to understand how visitors interact with the website. These cookies help provide information on metrics such as the number of visitors, bounce rate, traffic source, etc.

Performance cookies are used to understand and analyse the key performance indexes of the website which helps in delivering a better user experience for the visitors.

Advertisement cookies are used to provide visitors with customized advertisements based on the pages you visited previously and to analyse the effectiveness of the ad campaigns.

Manage Cookie preferences

You can change your cookie preferences any time by clicking the  button on the home page. This will let you revisit the cookie consent banner and change your preferences or withdraw your consent right away.

NOTE that in order for our online booking system to work you need to accept ALL cookies



In addition to this, different browsers provide different methods to block and delete cookies used by websites. You can change the settings of your browser to block/delete the cookies. Listed below are the links to the support documents on how to manage and delete cookies from the major web browsers.

Chrome: <https://support.google.com/accounts/answer/32050>

Safari: <https://support.apple.com/en-in/guide/safari/sfri11471/mac>

Firefox: <https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox?redirectslug=delete-cookies-remove-info-websites-stored&redirectlocale=en-US>

Internet Explorer: <https://support.microsoft.com/en-us/topic/how-to-delete-cookie-files-in-internet-explorer-bca9446f-d873-78de-77ba-d42645fa52fc>

If you are using any other web browser, please visit your browser's official support documents.
