



## Terms & Conditions

By signing up and requesting to be a member of The Great Western Brewing Company (GWB) Loyalty Card Scheme, you also agree to the following terms & conditions:

1. You have to be able to prove that you are 18 years of age or over.
2. The GWB loyalty & reward card will remain the property of The Great Western Brewing Company Limited
3. This card is for your own personal use; please do not share it with anyone else.
4. If your card is lost or stolen, please report it immediately by emailing [Contact@gwbrewery.co.uk](mailto:Contact@gwbrewery.co.uk) or call the Brewery Office on 0117 9572842 so that it can be cancelled.
5. Replacement cards can be sent out at the small charge of £3.00 per card. Taken from the existing value of the card, if there is not sufficient point value equivalent then a £3.00 cash payment will be required before a replacement card is allocated to your account.
6. The GWB Loyalty & reward card scheme is based on a points collection/redemption basis.
7. Your cards will be credited with points for every £1.00 spent in one of participating pubs.
8. Only selected items are eligible for reward points, some may give more or less points than others.
9. Every point collected has a redemption value of £0.01.
10. Any points that have been collected can be redeemed against spend in the participating pubs on food, drink and merchandise or saved for another occasion.
11. The participating establishments are:
  - The Rising Sun @ Frampton Cotterell
  - The Great Western Brewery Shop, Bristol Road, HambrookFor full address details please check our website: [www.gwbrewery.co.uk/contact](http://www.gwbrewery.co.uk/contact)
12. Points cannot be collected or redeemed in the online shop but if this changes, you will be notified by email.
13. Points can be redeemed and collected in the brewery shop.
14. Points cannot be redeemed for cash.
15. The data collected in connection with The GWB loyalty & reward card is completely confidential and will not be shared with anyone outside of The Great Western Brewing Company Limited.
16. To check your account balance, please click the following link:  
<http://www.gwbrewery/loyalty>

We are very interested in any feedback, suggestions or comments you may have regarding the scheme. Also please get in touch with us if you experience any problems or have any issues.

Email us: [Contact@gwbrewery.co.uk](mailto:Contact@gwbrewery.co.uk)

Phone us: 0117 9572842 and ask for Sandra or Leanne.



## OUR PRIVACY POLICY

This privacy policy sets out how GWB uses and protects any information that you give GWB when you visit our website, use our online shopping service or Loyalty Scheme.

GWB is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our website or interacting with us online, then you can be assured that it will only be used in accordance with this privacy statement.

GWB may change this policy from time to time by updating this document. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1 June 2013.

## WHAT WE COLLECT

We may collect the following information:

- Name and job title.
- Contact information including email address.
- Address information such as postcode, date of birth, preferences and interests .
- Other information relevant to customer surveys and/or offers.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Transaction record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information, which we think you may find interesting using the email address, which you have provided.

## SECURITY

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following way:

- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [Contact@gwbrewery.co.uk](mailto:Contact@gwbrewery.co.uk).

We will never sell, distribute or lease your personal information to third parties.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.