

Wyndham Group Privacy Policy – RCI Europe

1. Who is responsible for managing my information?

This website is owned and maintained by RCI Europe of Kettering Parkway, Kettering, Northants, England ("we" or "us"), a group company of Wyndham Worldwide Corporation ("Wyndham Group").

We are responsible for the collection and proper management of any personal information you submit including all personal information submitted in connection with the RCI Weeks, RCI Points and Registry Collection Exchange Programmes. We will keep your personal details secure and use the information you provide consistently with applicable privacy and data protection laws and the terms of this Privacy Policy.

2. What information do we collect and hold?

When you become a member of RCI Points, RCI Weeks or The Registry Collection, when you make use of RCI's exchange services or when you use a guest certificate, we will collect details that you provide in relation to your membership and in relation to your use of exchange services or other accommodation or related travel services offered by RCI.

Information we collect and hold may include your name, date of birth, contact details, payment details, information about people travelling with you, information about your guests under the exchange programme, information about your timeshare, information about your bookings and any additional information we may need to help meet your specific travel requirements.

We also collect website usage information. We do this using cookies (see section 10 below).

3. How do we use your information?

The information you provide may be used in a number of ways, for example:

- to enable us to manage your account;
- to arrange and facilitate member exchanges in accordance with the rules applying to the Exchange Programme(s) of which you are a member;
- to enable us to provide you and your guests with the products and services you request;
- for statistical purposes when we evaluate our range of products;
- to personalise repeat visits to our website;
- to manage customer service queries; and
- to tell you about other products and services we think may be of interest to you (see section 6 below).

4. Who will you share my information with?

In order to provide you with the products and services we offer, we may share your information with:

- other members of the Wyndham Group and their service providers (see also section 5);
- resorts affiliated to our member exchange programmes;
- your guests;
- other timeshare or fractional owners;
- credit/debit card companies;
- our preferred travel provider; and
- other third parties who we may need to work with to fulfil travel and/or exchange plans on your behalf, for example, resorts, holiday parks, owners associations, resort trustees, car hire companies, management companies, airlines, ferry companies, cruise companies, safari organisers and other suppliers.

We also share your information with our preferred service providers. These are organisations who have agreed to offer our members preferential rates and offers. We may also share information with preferred service providers so they can let you know about special offers they have and to verify your eligibility for preferential terms they make available to our members.

We may also share your information with our group of companies and selected third parties so that they may offer you their products and services.

5. How do you manage my information?

We may from time to time appoint other members of the Wyndham Group, or third party service providers, to help us manage efficient systems within the business. Some of these systems may for operational reasons be located in countries overseas. We will only transfer your information to service providers who help manage our systems, or overseas, where we are satisfied that adequate levels of protection are in place to protect the integrity and security of any information being processed and compliance with applicable privacy laws.

6. When can we contact you in the future?

We would like to send you information about our own products and services, as well as those of selected third parties. We may do this by post, telephone, email or SMS, unless you have told us that you do not wish to be contacted in this way. We will always ask you to confirm in advance that you are happy for us to allow third parties to contact you by email.

If you would like to change any of your preferences relating to the way in which we may use your information for direct marketing, then please send an email to Customer Services at customerservices@europe.rci.com

7. How long will we hold your information for?

We have a system of retention periods in place to ensure that your information is only stored whilst it is required for the relevant purposes or to meet legal requirements. Where your information is no longer required, we will ensure it is disposed of in a secure manner.

8. "Tell a friend" programme

We may from time to time ask you if you would like to tell us about a friend or family member who you think may be interested in our products and services. In this case, we will ask you for your friend's name and contact details. We will then send your friend a one-time communication to see whether our products and services may be of interest to them. We do not access or store their details other than to send this initial communication.

9. Guest Certificates

If you provide a guest certificate to one of your friends or family members we may ask them to let us have their name, address and contact details before they use the certificate. We will hold their personal details in the way explained in this privacy policy.

10. What are cookies?

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

You can set your browser not to accept cookies but if you do this not all features of our website may function effectively.

For further information on cookies and how to disable your browser visit www.aboutcookies.org.

11. How can you access and update your information?

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the address below. Please note that we may charge a small administrative fee for the provision of this information.

Customer Services, RCI Europe, Kettering Parkway, Kettering, Northants, England

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

12. Linked websites?

Our website contains links to other websites such as those of our preferred travel provider. This privacy policy only applies to this website, to RCI Europe and its Exchange Programmes so when you link to other websites you should read the privacy policies for the website concerned.

When do you monitor telephone calls?

We are committed to providing excellent customer service. We may from time to time record telephone calls you have with members or our staff for training purposes and to improve the quality of our service.

13. How do we update this privacy policy?

We keep our privacy policy under regular review and we will place any updates on our webpage. This privacy policy was last updated on **16th August 2011**.

14. Who can I contact if I have queries about this privacy policy?

Please contact us if you have any questions about our privacy policy or information we hold about you.

By email: customerservices@europe.rci.com

Or write to us at: **Customer Services, RCI Europe, Kettering Parkway, Kettering, Northants, England**