

Hertfordshire County Scout Council

ACTIVITY CENTRES PRIVACY POLICY

Hertfordshire Scouts Activity Centres are owned and managed by Hertfordshire County Scout Council Registered Charity numbers 302606 (England and Wales) and SC39650 (Scotland). We trade under the following identities:

- Cubjam
- Harmergreen Wood Activity Centre
- Lochearnhead Scout Station
- Next Level of Mobile Adventure
- Phasels Wood Activity Centre
- Tolmers Activity Centre
- Well End Activity Centre

We are committed to meeting our obligations under the General Data Protection Regulations 'GDPR' and ensuring the privacy and security of all personal information. This Privacy Policy explains what personal information the company collects and how it handles this information, to ensure that an individual's rights are protected.

PERSONAL INFORMATION

WHAT INFORMATION DO WE COLLECT?

When you make an enquiry or reservation with a Hertfordshire Scouts Activity Centre, we may ask you to provide certain personal information including your full name, email address, home address, contact number and upon booking, payment details.

WHAT LEGAL BASIS DO WE RELY ON WHEN COLLECTING AND PROCESSING PERSONAL DATA?

Performance of a contract: The use of your information may be necessary to perform the contract that you have with us. For example, if you use our services to make an online reservation, we will use your information to carry out our obligation to complete and administer that reservation under the contract that we have with you. Legitimate interests: We may use your information for our legitimate interests, such as provide you with the best suitable content of the website, emails and newsletters, to improve and promote our products and services and for administrative, fraud detection and legal purposes. Consent: We may rely on your consent to use your personal information for certain direct marketing purposes. You may withdraw your consent at any time by contacting us at the addresses at the end of this Privacy Statement.

WHAT DO WE USE YOUR INFORMATION FOR?

We may use your information for the following purposes:

- in the normal course of our business, to allow us to register you to use our Centres and services and to provide you with our services on the basis that processing is necessary in order to perform our contract with you to provide our services;
- to allow us to manage your booking on the basis that processing is necessary in order to perform our contract with you to provide our services;

- to communicate with you including sending you information about products and services which we think may be of interest to you. You will be able to opt-out of such communications at any time by clicking on the unsubscribe link.
- to validate your information to check that the data we hold about our customers is accurate, consistent and up to date on the basis that processing is necessary in order to perform our contract with you to provide our services;
- in pursuit of our legitimate interests, to record CCTV footage to ensure the safety and security of our premises, staff and customers;
- to comply with any legal obligations to which we are subject

We shall periodically check that the personal data we store for you is accurate.

WHO DO WE SHARE YOUR INFORMATION WITH?

The information and data we collect is important for us and we would not want to share this with anyone else. Unless we have your express consent, we will never disclose, rent, trade or sell your personal data to any third parties for their marketing or mailing purposes. We do disclose or transfer your data or personal information to other companies, data processors or agents employed by us to perform any necessary functions on our behalf, for example the processing of direct debit payments and bookings, but they are bound by our privacy policy and may not use this information for their own purposes.

HOW LONG DO WE STORE YOUR PERSONAL DATA FOR?

We only store your personal information for as long as necessary for the purposes listed under the 'What do we use your information for?' section and to meet our legal obligations as a company. For personal data, this shall be no longer than 36 months after your last booking or enquiry – to enable us to keep in touch and for ease of future booking. Individuals details such as dietary requirements and additional needs will be stored for no longer than 6 months after the event. For transaction data, this shall be no longer than 6 years to meet our statutory obligations to HMRC.

WHAT ARE YOUR RIGHTS?

Access to your personal data: You have the right to request a copy of any information which we hold about you. If you wish to receive a copy of this information please contact Hertfordshire Scouts Activity Centres at the contact address below.

Right to withdraw: Where you have given your consent for us to use your personal data, you may withdraw your consent at any time.

Rectification: You may ask us to rectify inaccurate information held about you. If you would like to update the data we hold about you, please contact Hertfordshire Scouts Activity Centres at the contact address below with your request.

Erasure: You may ask us to delete your personal data. If you would like us to delete the personal data we hold about you, please contact us on the contact details above, specifying why you would like us to delete your personal data.

Portability: You may ask us to provide you with the personal information that we hold about you in a structured, commonly used, machine readable form, or ask for us to send such personal data to another data controller.

Right to object: You may object to our processing of your personal data pursuant to this Privacy Policy. Please contact us on the contact details below, providing details of your objection.

SECURITY AND DATA STORAGE

We will treat all of your information in the strictest of confidence and we will endeavour to take all reasonable steps to keep your personal information secure once it has been transferred to our systems. We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information, and data stored on our IT systems, the website(s) and associated databases. All personal information and details held on and processed by computers situated in the United Kingdom.

OTHER WEBSITES

Our website links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

CHANGES TO THIS PRIVACY POLICY

We may modify this Privacy Policy from time to time, so please review it regularly. If we change this Privacy Policy we shall notify you by means of notice on our site homepage. This privacy policy was last updated 1st December 2020.

CONTACT

We have appointed a data protection officer (“DPO”) who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the DPO at the following contact details.

Our full details are:

Full name of legal entity: Hertfordshire County Scout Council

Name of DPO: Michael Shurety

Email address: admin@hertfordshirescouts.org.uk

Postal address: County Office, Well End Activity Centre, Well End Road, Borehamwood, Herts, WD6 5PR

You have the right to make a complaint at any time to your country’s supervisory authority for data protection issues. In the United Kingdom, this is the Information Commissioners Office (ICO), details of which can be found via the following link: www.ico.org.uk. We would, however, appreciate the chance to deal with your concerns before you approach the data protection authority, so please contact us in the first instance using the contact details above.