

Wemyss Firs Privacy Statement

This Privacy Statement relates to the personal information we collect about you when you make a booking and explains why we collect it and what we do with it. The will be reviewed, and if appropriate updated, at least once a year, and also if any changes are required from time to time. If we make any substantial changes we will notify you by posting a prominent announcement on our website.

Wemyss Firs is operated by Scouts Kirkcaldy, who is the Controller for your personal information.
Warden@wemyssfirs.org.uk
Chair@scoutskirkcaldy.org.uk

1. Collection of personal information

The General Data Protection Regulation (GDPR) provides individuals a right of access to any personal information that we hold about you. These rights are subject to certain exceptions and exemptions and full details can be viewed at <http://www.legislation.gov.uk>.

Wemyss Firs is committed to ensuring all personal information is collected and processed in accordance with data protection legislation which requires information to be:

- Processed fairly, lawfully and in a transparent manner.
- Collected for specified, explicit and legitimate purposes.
- Adequate, relevant and limited to what is necessary for the purpose of processing.
- Accurate and kept up to date.
- Kept in a form which permits identification for no longer than necessary.
- Processed in a manner that ensures appropriate security.

We collect, hold and process personal information because the processing is necessary for us to understand your camping needs so as to provide a high quality service to you.

2. Why we collect your information

We collect, hold and process information about you in order to meet our primary business function:

Providing camping facilities at Wemyss Firs for the benefit of Scouts Kirkcaldy and other organisations, helping to raise awareness that camping is a fun and educational outdoor living experience and providing positive opportunities for everyone.

In particular, we also need to collect, hold and process information about you in order to:

- Process campsite booking requests.
- Ensure the campsite and supporting service provisions are available for each booking date.
- Process financial transactions related to bookings.
- Maintain our internal record keeping.
- Investigate and respond to complaints.
- Use the information to improve our products and services.

We will always use this information in keeping with data protection legislation that requires us to properly manage the information you give to us.

3. What information do we collect about you?

We collect, hold and process personal information so that we can manage campsite booking requests. We collect information primarily through secure online forms and by email. Occasionally we may also discuss booking details with individuals by phone or face-to-face.

The type of information required for making bookings includes:

- Personal: Name, full postal address, email, phone number, email address
- Group: Scout Group (or organisation name), permit holder (where relevant)
- Booking: Booking dates and times, type of event, numbers attending
- Services: Gas, orienteering, projector
- Payment: Payment type

We will not collect any sensitive personal data.

4. How is your personal information used?

When making a booking enquiry you supply us with personal information to ensure we have a point of contact for the booking and so that we can gather all necessary booking details. The personal information will be used in a number of ways:

- Processing booking requests (to make sure we can book the campsite for you).
- Audit purposes (as bookings are chargeable, we need to demonstrate sound financial management).
- Statistical analysis and research (we may look at bookings history to identify trends and usage, to help improve our service).

4.1. Automated decision making

We do not use profiling or automated decision-making processes. A human decision maker will always be involved before any decision is reached in relation to confirming your booking or contacting you.

4.2. Consequences of not providing personal information

Bookers are required to provide personal information in order to enable Wemyss Firs to assess the suitability of permit holders for undertaking camping and special activities at the campsite. If you fail to provide all the information required then you may not be able to book the site.

5. Information sharing

We will never share your personal information for commercial purposes or for reasons out with Wemyss Firs business purposes.

6. How do we keep your information secure?

We are committed to protecting the privacy and security of the information you submit to us. The transmission of information via the internet is not completely secure. Although we will do our best to protect your information, we cannot guarantee the security of your data transmitted to

our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security measures to try and keep your data secure.

6.1. Booking form

The booking form is managed through Google Workspace, using secure (https) connections. Further information on Google standards are available via the following link: <https://safety.google/security-privacy/>

6.2. Email storage and processing

Form submissions are securely sent to the Google Forms account in the secure Google Workspace. Any pertinent booking information is then transferred and held on a Bookings Tracker spreadsheet stored within the associated Google Drive within the Google Workspace. The account is password protected and only available to the Bookings Co-ordinator, Campsite Warden and Scouts Kirkcaldy Chair. Privacy and Security details regarding Google Workspace can be found at: <https://safety.google/security-privacy/>

6.3. Wemyss Firs bookings calendar

The Wemyss Firs website calendar holds very basic information on confirmed bookings. This will only show which Group, or organisation, a booking was made by. <https://www.scoutskirkcaldy.org.uk/terms>

7. What if your information changes

If any of your personal or contact details change, it is important that you tell us as soon as possible so we have the most up-to-date information to communicate with you about your campsite bookings.

Please email the Booking Co-ordinator at bookings@wemyssfirs.org.uk.

8. Retaining your personal information

We retain personal information in line with data protection legislation. This involves only retaining the personal information we need for our business reason. Once personal information is no longer needed, it is destroyed.

Booking information is held so that we have two full calendar years of information. Following that period, we will delete any supporting emails from the bookings email account and also remove any personal information (name, address, email) from the Bookings Tracker. Basic booking information will though be retained (in anonymised form) on the Bookings Tracker for ongoing monitoring and reporting purposes.

9. Individual rights

Data protection legislation provides the following rights for individuals:

- The right of access.
- The right of rectification.
- The right to erasure.

- The right to restrict processing.
- The right to data portability.
- The right to object.

Rights in relation to automated decision making and profiling. Further information about these individual rights can be found on the Information Commissioner's website at <https://ico.org.uk/>.

9. How to request personal information

You have a legal right to access the personal information Wemyss Firs holds about you. This is known as a Subject Access Request (SAR) and we aim to process them within 30 days. Subject Access Requests must be made in writing. Please send your SAR request in writing to: bookings@wemyssfirs.org.uk. Wemyss Firs will develop a secure form which more explicitly identifies the range of information required for a SAR.

V2. Updated March 2023

Wemyss Firs contacts

Campsite Warden

E: Warden@wemyssfirs.org.uk

District Chair

E: Chair@scoutskirkcaldy.org.uk

wemyssfirs.org.uk