



Privacy Notice

Our contact details

Name: Robert Burns Ellisland Trust (SCIO)
Address: Ellisland Farm
Phone Number: 01387 740 426
E-mail: info@ellislandfarm.co.uk

Robert Burns Ellisland Trust and your Personal Information.

We at Robert Burns Ellisland Trust (RBET) are committed to protecting your privacy. This privacy policy is intended for those anyone for whom RBET has reason to hold data on, this includes but is not limited to our members, people who book to attend events and activities, people who stay at our holiday accommodation and staff & volunteers.

Outlined below is information about how we use and protect your personal details. Whenever you provide information to us, we are obliged to protect your details in line with laws concerning data protection, including the General Data Protection Regulation (GDPR) and Data Protection Act 2018. The current legislation requires that we inform you of our "legal basis" for processing your personal details. When you choose to make a booking with us, or join as a member, and/or volunteer with us you are making this choice, and we establish a form of contract for RBET to provide services and support to you. And it is in our interest to collect information to fulfil this agreement. Therefore, our legal basis for collecting and maintaining information about you includes consent, contract and legitimate interests.

The information that RBET holds about you will include some personal information which is detailed below. We hold this information within our password protected Database where we minimise the number of people who have access. This Database is used to create our membership list, e-newsletter and Website listings and provides information required to support your visit and / or attendance at events, and/or volunteering experience with us. Below you will find more detail explaining our process. If any of this information is unclear or you would like further details, please contact us and we will be happy to help.

What Information we collect about you

For bookings, visit and /or events, and annual memberships, this information includes:

Your contact details: name, phone number and email.

If you volunteer with RBET we request and maintain the following information:

Name; address; phone number; and email. We also maintain historical information about your volunteering history with RBET, e.g., length of service.

We will never share your contact information with anyone without first gaining your permission. We will never use your details for any other purpose without first getting your permission. Nor will we supply your details to any third party.

How we protect your Personal Information

Your details will be held securely on our password protected Database. Our RBET Office staff have access to all information on our Database.

Robert Burns Ellisland Trust

Hollywood Road, Auldgirth, Dumfries DG2 0RP info@ellislandfarm.co.uk www.ellislandfarm.co.uk

The Robert Burns Ellisland Trust is a Scottish Charitable Incorporated Organisation (SC049973).



How long we will keep your information

If you decide to cancel your membership or you wish to retire as a volunteer, please let us know and we will update your records according to your wishes. In this instance we will “archive” your records. Although this will not delete your information per se, it will no longer be accessible to others than our RBET office nor on any of our regular reports.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@ellislandfarm.co.uk if you wish to make a request.

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113 **Changes to our Privacy Policy**

We keep our Privacy Policy under regular review. This privacy policy was last updated...

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Privacy Statement for Visitors and Customers

What information do we hold about you and why?

Purchasing a product from our gift shops or online:

When you purchase a product from one of our gift shops or online we will collect the following information from you:

- *Your payment card details (if paying by credit or debit card) - to pay for the products or services ordered.*
- *Your email address (for online purchases only) – to send you a copy of your order confirmation.*
- *Your telephone number (for online purchases only) – to contact you regarding your order.*

Our legal grounds in relation to this processing is contract, in that the processing is necessary for the performance of a contract (the provision of the product or service).

If we use your personal information to tailor our communications to you, for example, by letting you know that we have certain offers available on similar products or services, we will only do so because you have told us you would like to receive these communications. Our legal grounds in relation to this processing is your consent and you have the right to withdraw your consent at any time.

Booking an event (including corporate events and weddings) or other activity:

When you book an event or other activity with us, either online or directly with a property, we will collect the following information from you:

- *Your full name and the names of anyone participating in the event/activity – to manage the booking.*
- *Your email address*
- *Your telephone number – to contact you regarding your booking.*
- *Your payment card details (if paying by credit or debit card) - to pay for the booking.*

The information (data) you provide will be used by Trust to manage your book group reservation service. It is the policy of the Trust to protect, and keep secure, all personal data collected.

We may also receive your information from third party events booking sites.

Our legal grounds in relation to this processing is contract, in that the processing is necessary for the performance of a contract (the provision of the service/activity).

We will retain a record of the transaction on your record. Our legal grounds in relation to this processing is our legitimate interests because we think you would expect us to retain this information in order to better understand and support your relationship with us.

If we use your personal information to tailor our communications to you, for example, by letting you know that we have certain offers available on similar products or services, we will only do so because you have told us you would like to receive these communications. Our legal grounds in relation to this processing is your consent and you have the right to withdraw your consent at any time.

**Visitor surveys:**

When you visit Ellisland we may invite you to complete a feedback survey. Completion of surveys will be entirely optional, and we will tell you every time what the purpose of the survey is and how we will process your data. Our legal grounds for this processing are our legitimate interests so we can understand how we are performing and where we can improve.

Job and volunteering applications

The personal information (data) collected during application processes is collected for the purpose of recruitment, personal administration (for new volunteers) and monitoring. The application forms of unsuccessful volunteers will be destroyed after 6 months. It is the policy of the Trust to protect, and keep secure, all personal data collected. All personal data is processed for the purpose of recruitment, and, in the case of successful applications, for the satisfactory administration of their employment, and for no other purpose.

Contacting us with enquiries:

- *Your address – to send you a copy of your booking.*

When you contact us with an enquiry, we will collect the following information from you:

- *Your name – to effectively process your enquiry*
- *Your preferred contact details - to respond to your enquiry*
- *The details of your enquiry – to respond to your enquiry*
- *We may also ask for your email address and postcode, to help identify you and retain a record of your enquiry on your record, but this is optional.*

When we process information about you to respond to comments, questions, and queries you have raised with us our legal grounds for processing are our legitimate interests in that it is necessary to process your information to effectively respond to your enquiry and manage any additional enquiries in future.

Subscribe to our eNewsletter:

If you subscribe to our eNewsletter online, we will collect your name, email address and postcode. This is necessary to deliver the newsletter to you and link your newsletter subscription to your customer record. We need your consent to provide this service. This means you have the right to withdraw your consent at any time. If you wish to unsubscribe you can do so by clicking on the unsubscribe link at the end of any eNewsletter you have received from us.

Photography and filming:

If we plan to take photographs or film individuals or small groups at an event you have booked, we will ask for your consent to take and use these images, before doing so. You have a right to withdraw your consent at any time, but you should note that it might be difficult to remove images if they have been published.

If we plan to take photographs or film large events, we will inform you that photography or filming is due to take place at the point of booking and will ensure there is clear signage on the day. If you would prefer not to



be included in any images, or do not want your image to be published, please contact us and we will find ways to manage this carefully on the day.

Who will have access to your data and who will we share it with?

Access to your personal data will be restricted to Trust employees and volunteers on a need-to-know basis only. Access will be provided for the purposes of supporting your customer experience with us.

We will never sell your data to third parties.