

Introduction

Welcome to the Ardoch Loch Lomond privacy notice.

Ardoch Loch Lomond respects your privacy and is committed to protecting your personal data. This privacy notice will inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from) or make an enquiry or booking with us and tells you about your privacy rights and how the law protects you.

Who we are

Ardoch Loch Lomond Limited runs Ardoch Loch Lomond Exclusive Use Venue and is the controller and responsible for your personal data (collectively referred to as "Ardoch Loch Lomond", "we", "us" or "our" in this privacy notice).

Ardoch Loch Lomond Limited is a company registered in Scotland (SC686614) and is a wholly owned subsidiary of Children's Hospices Across Scotland (SC136410).

Children's Hospices Across Scotland is a charity registered with the Scottish Charity Regulator (OSCR) (SC019724).

Our activity

Ardoch Loch Lomond is an exclusive use venue uniquely run as a profit with purpose venue, with all profits going to CHAS (Children's Hospices Across Scotland).

Purpose of this privacy notice

This privacy notice aims to give you information on how Ardoch Loch Lomond collects and processes your personal data through your use of this website, or make a booking with us by telephone, email or post including any data you may provide through this website when you sign up to our newsletter, arrange to stay with us, or use our facilities.

It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

What personal data do we collect about you?

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

Identity Data includes first name, last name, title, date of birth, email address and telephone number(s).

Contact Data includes billing address, residential and/or business address, email address and telephone number(s).

Financial Data includes bank account and payment card details.

Transaction Data includes details about payments from or to you and other details of products and services you have purchased from us (including any allergy, dietary requirements or other information relevant to your visit or stay with us).

Profile Data includes current and previous transactions made by you, your interests, preferences, feedback and survey responses.

Usage Data includes information about how you use our website, products and services.

Marketing and Communications Data includes your preferences in receiving marketing from us and our third parties and your communication preferences.

We also collect, use and share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does **not** directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

Sensitive personal data

We do not collect any **Special Categories of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your genetic and biometric data). However, we may collect some health data in relation to medical conditions where it may benefit you to notify us of any health condition (including allergies and dietary requirements) or disability you have so that we are aware of these conditions and how they affect you when you visit us. This will allow us to take reasonable steps to accommodate specific needs or requirements you have when using our facilities. We will only process this type of data where we have your explicit consent.

We do not collect any information about criminal convictions and offences.

How do we collect the data?

We use different methods to collect data from and about you including through:

Direct interactions. You may give us your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you

apply to stay at Ardoch Loch Lomond or use our other facilities

apply for a gift card

apply to host an event (including weddings)

create an enquiry on our website

subscribe to our newsletter or other publications

request marketing to be sent to you

enter a competition, promotion or survey

give us some feedback.

Automated technologies or interactions.

As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. We may also receive Technical Data about you if you visit other websites employing our cookies. Please contact us for further details about how we use cookies.

Third parties or publicly available sources. We may receive personal data about you from various third parties and public sources as set out below:

Technical Data from the following parties:

analytics providers such as Google Analytics based outside the EU;

advertising networks based inside the EU; and

search information providers based inside and outside the EU.

Contact, Financial and Transaction Data from providers of technical, payment and delivery services based inside the EU.

Identity and Contact Data from publicly available sources such as Companies House and the Electoral Register based inside the EU.

Identity and Contact Data from networking events, marketing consortiums for the hospitality industry, Facebook and Instagram promotions and personal recommendations based inside the EU.

Cookies

What are cookies?

Cookies are small data files that are transferred to your computer's web browser to enable our systems

to recognise your browser and to collect information from your computer such as your IP address and other details about your computer which are collected by our web server, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

Are cookies safe?

Yes - Cookies are not harmful and do not contain any information such as your home address, date of birth or credit card details. The information stored in cookies is safe and anonymous to any external third party, and your account security is never compromised.

There are four main types of cookies – here's how and why we use them:

Site functionality cookies – these cookies allow you to navigate the site and use our features.

Site analytics cookies – these cookies allow us to measure and analyse how our customers use the site, to improve both its functionality and your shopping experience.

Customer preference cookies – when you are browsing, these cookies will remember your preferences (like your language or location), so we can make your experience as seamless as possible, and more personal to you.

Targeting or advertising cookies – these cookies are used to deliver ads relevant to you. They also limit the number of times that you see an ad and help us measure the effectiveness of our marketing campaigns.

You will have the option to accept cookies when you first visit our website. By accepting cookies and using our site, you agree to us placing these sorts of cookies on your device and accessing them when you visit the site in the future.

Can I turn off cookies?

Yes – To change your cookie settings, or if you want to be notified each time a cookie is about to be used, you should amend the settings provided in your web browser to prevent us from storing cookies on your computer hard drive. For information on how to have your browser notify you when you receive new cookies and how to disable or delete cookies, please consult the "Help" tab of your browser via the menu bar.

Further information about cookies can be found at <https://ico.org.uk/for-organisations/guide-to-pecr/cookies-and-similar-technologies/>

Please note that by deleting or disabling future cookies, your user experience may be affected, and you might not be able to take advantage of certain functions of our site.

Because cookies allow you to take advantage of some of our website's features, we recommend that you leave them turned on.

Website visitors who don't want their data used by Google Analytics can install the Google Analytics opt-out browser add-on. To opt-out of Analytics for the web, visit the Google Analytics opt-out page and install the add-on for your browser. Website visitors can also opt-out of Google Analytics for Display Advertising and customise Google Display Network ads using the Google Ad Settings.

How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

Where we need to perform the contract we are about to enter into or have entered into with you.

Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

Where we need to comply with a legal or regulatory obligation.

Generally, we do not rely on consent as a legal basis for processing your personal data other than in relation to sending third-party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by [contacting us](#).

Purposes for which we will use your personal data

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please [contact us](#) if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Lawful basis for processing including basis of legitimate interest
To register your interest as a guest or visitor or to process your enquiry	Performance of (or in contemplation of) a contract with you
To process and deliver our service including: <ul style="list-style-type: none"> · your reservation to stay or to visit us; · to book an event (including weddings, meetings or corporate events); · to engage third party suppliers to support our business in providing various catering/leisure/entertainment/hospitality services; and 	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us) (c) Consent (in relation to collection of sensitive personal information)

<ul style="list-style-type: none"> to manage payments, fees and charges (including collect and recover money owed to us) 	
<p>To manage our relationship with you which will include:</p> <ul style="list-style-type: none"> (a) Notifying you about changes to our terms or privacy notice (b) Asking you to leave a review or take a survey 	<ul style="list-style-type: none"> (a) Performance of a contract with you (b) Necessary to comply with a legal obligation (c) Necessary for our legitimate interests (to keep our records updated and to study how customers use our products/services)
<p>To enable you to partake in a promotion, prize draw, competition or complete a survey</p>	<ul style="list-style-type: none"> (a) Performance of a contract with you (b) Necessary for our legitimate interests (to study how customers use our services, to develop them and grow our business)
<p>To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)</p>	<ul style="list-style-type: none"> (a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise) (b) Necessary to comply with a legal obligation
<p>To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you</p>	<p>Necessary for our legitimate interests (to study how customers use our services, to develop them, to grow our business and to inform our marketing strategy)</p>
<p>To use data analytics to improve our website, services, marketing, customer relationships and experiences</p>	<p>Necessary for our legitimate interests (to define types of customers for our services, to keep our website updated)</p>

	and relevant, to develop our business and to inform our marketing strategy)
To make suggestions and recommendations to you about services that may be of interest to you	Necessary for our legitimate interests (to develop our services and grow our business)

Marketing communications

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising.

Promotional offers from us

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which services and offers may be relevant for you (we call this marketing).

You will receive marketing communications from us if you have requested information from us or visited us or enquired about Ardoch Loch Lomond or if you provided us with your details when you signed up to our newsletter, entered a competition, prize draw or registered for a promotion and, in each case, you have not opted out of receiving that marketing.

Third-party marketing

We will get your express opt-in consent before we share your personal data with any company outside Ardoch Loch Lomond for marketing purposes.

Opting out

You can ask us to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you or by *contacting us* at any time using the contact details set out under "HOW TO CONTACT US" below or by emailing info@ardochlochlomond.com or by completing the online form found by visiting www.ardochlochlomond.com/contact-us.

Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a service experience or other transaction.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please *contact us*.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Who do we share your information with and why?

Ardoch Loch Lomond will only use your personal information for the purposes for which it was obtained.

We may share your information with:

Our parent company

Children's Hospices Across Scotland

External Third Parties

Service providers acting as processors based in the EU who provide IT and system administration services.

Professional advisers acting as processors or joint controllers including lawyers, bankers, auditors and insurers based in the EU who provide consultancy, banking, legal, insurance and accounting services.

HM Revenue & Customs, regulators and other authorities acting as processors or joint controllers based in the United Kingdom.

Various catering, leisure, entertainment and hospitality service providers acting as processors or joint controllers based in the United Kingdom.

Various third party suppliers of property maintenance services acting as processors based in the United Kingdom.

Facebook and Instagram providing marketing services, acting as processors or joint controllers based outside the EEA.

Data processors will only act under our instruction and are subject to contractual obligations containing strict data protection clauses. We do not allow these organisations to use your data for their own purposes or disclose it to other third parties without our consent and we will take all reasonable care to ensure that they keep your data secure.

We will share your information if we are required to by law (for example to law enforcement agencies for the prevention or detection of crime, subject to such bodies providing us with a relevant request in writing).

In the event that we sell any business or assets, we may disclose personal information we hold about you to the prospective and actual buyer of such business or assets. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this Privacy Notice.

Please note that we do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

How long do we keep your personal information for?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances you can ask us to delete your data: see under **Your Individual Rights, Your right to erasure** below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

We will take all reasonable steps to destroy, or erase from our systems, all the personal information we hold about you when it is no longer required.

Your Individual Rights

Under UK GDPR, you are entitled to request the following from Ardoch Loch Lomond, these are called your Individual Rights and there is more information on these on the Information Commissioner's website www.ico.org.uk

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 personal 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 personal information in certain circumstances.

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

Your right to data portability - You have the right to ask that we transfer the personal 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.

If you wish to make a request please contact us by using the contact details set out below under "HOW TO CONTACT US" or by emailing info@ardochlochlomond.com.

Changes to this notice

Changes to this privacy notice We keep our privacy notice under regular review. This privacy notice was last updated on 22 June 2022.

Third-party links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

How to contact us

If you have any questions about this Privacy Notice, including any requests to exercise your legal rights, please contact us in writing using the details set out below:-

By Post: FAO: GDPR Marketing Department, Ardoch Loch Lomond, Gartocharn, Alexandria, Scotland, G83 8ND

By Email: **Error! Hyperlink reference not valid.**

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us in writing using the details set out below:-

By Post: FAO: GDPR Marketing Department, Ardoch Loch Lomond, Gartocharn, Alexandria, Scotland, G83 8ND

By Email: info@ardochlochlomond.com

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

ICO website: <https://www.ico.org.uk>