



## **Findhorn Watersports Privacy Policy**

January 2025 – to be reviewed annually

### **Our contact details**

Name: **Findhorn Watersports**

Address: **Findhorn Boatyard, Findhorn IV36 3YE**

Phone Number: **07852 404306**

E-mail: [hello@findhornwatersports.scot](mailto:hello@findhornwatersports.scot)

### **The type of personal information we collect**

We currently collect and process the following information:

- Name, age, email address, postal address, phone number
- Medical details
- Additional Support Needs information
- Financial information
- Next of kin information

### **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To allow us to contact you regarding your booking
- To ensure we provide the right instructional staff for your course
- To ensure we are aware of any support or medical needs that you may have.

We use the information that you have given us in order to make sure that we are well prepared to deliver our services and provide you with a high-quality experience.

We may share this information with our instructional team, particularly any medical or additional support needs information.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting [hello@findhornwatersports.scot](mailto:hello@findhornwatersports.scot).**

**(b) We need it to perform a public task.**

**(c) We have a legitimate interest.**

**How we store your personal information**

Your information is securely stored on an electronic system. We will not share your personal information with third parties (except in the case of a medical emergency where personal information may be shared with third party medical professionals if pertinent)

We will retain all of your supplied personal and contact information for the lead up to, the follow up, and after, your course, session or hire.

We will delete all financial information immediately after payments have been approved and collected. We will dispose all your other personal information by deleting it from the database after a minimum of three years or the period recommended by our insurance company (if longer).

We may keep personal information that relates to any incident or accidents that takes place during our courses, sessions, equipment hire or water taxi usage etc. longer than the minimum three year period. Information retained for this purpose will be deleted once approved by statutory authorities, relevant insurance companies and/or under legal advice.

The exception to this will be where you have asked to be added to our email newsletter in which case we will retain your email contact address until you unsubscribe from our newsletter (assuming the request is after the three year minimum retention period).

**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 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.

Please contact us at [hello@findhornwatersports.scot](mailto:hello@findhornwatersports.scot) if you wish to make a request.

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [hello@findhornwatersports.scot](mailto:hello@findhornwatersports.scot).

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>