

Carlowrie Castle Privacy Policy March 2024

Our contact details

Name: Keith Taylor

Address: Carlowrie Castle, Boathouse Bridge Road, Kirkliston, EH29 9ES

Phone Number: 0131 225 3184

E-mail: keith.taylor@carlowriecastle.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Name and contact details from contact forms.
- Preferences on event type

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 through our contact enquiry, wedding enquiry or product enquiry forms.

We use the information that you have given us in order to keep you informed of upcoming events and provide you with information requested on our enquiry form.

We do not share this information with any other party

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

Your consent. By completing a contact form or buying through our store you are consenting for us to take your contact details. You have the option while filling out the form to opt out of any additional marketing. If you do not opt out while completing the form you are able to remove your consent at any time. You can do this by contacting info@carlowriecastle.co.uk

How we store your personal information

Your information is securely stored.

We keep contact information for 18 months or until you request that we do not contact you any more. After 18 months we will ask if you still wish to receive information from us. We will then dispose your information by removing you from the securely held database .

All data is held encrypted on a server by our partner Stampede.ai who specialise in contact databases.

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 info@carlowriecastle.co.uk or on 0131 335 3184 or by post at Carlowrie Castle, Boathouse Bridge Road, Kirkliston, EH29 9ES.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [Insert your organisation's contact details for data protection queries].

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>