

Activity Bookings Privacy Notice

- **Purpose**

Activity Bookings

- **Description**

We offer customers the opportunity to book onto activities as part of the services offered by High Life Highland. We require personal information to reserve a place and to ensure that any medical or additional needs are catered for. If payment is required for any of the activities this will be taken in house via chip and pin/in cash or online via our online booking system.

Contact details are required to allow us to inform you of any changes to activities and in case of emergency.

- **If you do not give us your information**

If personal details are not provided, we are unable to reserve a place on the activity and will be unable to allow participation.

- **Conditions for processing personal information**

Contract - we need to process this personal information to fulfil our contract with the customer (Article 6(1)(b) of GDPR)

Where we collect information about medical conditions, we need your consent to process that data:

Consent – article 6 (1)(a) – we require your personal information to process and manage bookings and coordinate activities.

- **Your rights**

- Access to personal data
- Amendments to your data
- Removal of your personal data
- Change the way we process your personal data

[Find out more about your rights](#)

- **How to withdraw consent**

If you wish for your personal information to be removed from our records please email DPO@highlifehighland.com

- **Who we share your information with**

High Life Highland processes your personal data using third party software and payment systems in order for us to administer activity bookings. For a list and more information on third party processors please visit: www.highlifehighland.com/GDPR/DataProcessors



- **How long we hold your information**

Your information will be held for 12 months from the end of the financial year.

- **Automated processing**

Your personal information is not subject to automated decision making or profiling.

- **Data Controller**

The data controller is The Highland Council (High Life Highland delivers services on behalf of The Highland Council).

- **Data Protection Officer**

Contact our Data Protection Officer:

Data Protection Officer
Highland Council Headquarters
Glenurquhart Road
Inverness
IV3 5NX
01463 702029

DPO@highlifehighland.com

- **Supervisory authority**

If you are unhappy with the way we have processed your personal information you can contact the Information Commissioner:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113

<https://ico.org.uk/global/contact-us/>