

Booking forms privacy notice

- **Purpose**

Hall and premise lets.

- **Description**

We offer customers the opportunity to let meeting rooms and halls as part of the services offered by High Life Highland. We require personal information to reserve a room and to ensure that we can contact you about your booking if any additional details are required and to inform you of any changes to your booking. Personal details are also required so that you may be invoiced for your let.

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

If personal details are not provided, we will not be able to contact you to confirm your booking and update you with any additional information you may require to know about your booking.

- **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.

- **Your rights**

- o Access to personal data
- o Rectification of personal data
- o Erasure of personal data
- o Restrict processing of personal data

- **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**

Booking forms are kept for one year.

- **Automated processing**

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

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- **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/>