

Activity Bookings Privacy Notice

Purpose

This privacy notice explains how High Life Highland collects, uses, stores and protects your personal information in relation to activity bookings.

Who We Are

High Life Highland provides a range of activities and events that customers can book onto, including general activities and paid events delivered by services,

Data Controller: The Highland Council

High Life Highland delivers services on behalf of The Highland Council and processes personal information under its instructions where applicable.

What Information We Collect

We may collect:

- Name
- Contact details (telephone number and email address)
- Emergency contact details
- Payment information (where applicable)
- Booking information
- Attendance records
- Information relating to medical conditions or additional support requirements

We will only collect information that is necessary to administer activity bookings and ensure activities are delivered safely.

Special Category Data

Where required, we may collect special category personal information such as:

- Health information
- Medical conditions
- Disability information
- Additional support requirements

This information is collected only where necessary to ensure your or your child's health, safety and wellbeing when participating in activities.

Where this applies, we will process this information in accordance with UK GDPR and applicable legislation.

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Why We Use Your Information

We use your personal information to:

- Reserve and manage activity bookings
- Deliver activities and events
- Process payments where applicable
- Cater for medical or additional support needs
- Contact you regarding changes to activities
- Contact appropriate persons in an emergency
- Meet legal and regulatory obligations

Lawful Basis for Processing

The lawful basis we rely on depends on the nature of the activity booked:

Contract (Article 6(1)(b) UK GDPR)

Where the booking is for a paid activity or event, we process personal information in order to fulfil our contract with you.

Public Task (Article 6(1)(e) UK GDPR)

Where the booking is for a general activity delivered as part of our public service remit, we process personal information in the performance of a task carried out in the public interest.

Additional Conditions for Special Category Data

Where medical or health information is processed, we rely on:

Explicit Consent (Article 9(2)(a) UK GDPR)

We require your explicit consent to collect and manage medical information necessary for participation in activities.

If You Do Not Provide Information

If you choose not to provide the information requested, we may be unable to:

- Reserve a place on an activity
- Deliver the service safely
- Accommodate medical or additional support requirements
- Allow participation in the activity

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Who We Share Information With

We may share information with:

- Trusted third-party booking system providers
- Payment service providers
- The Highland Council where required

Information will only be shared where there is a lawful basis to do so.

For details of our data processors, please visit: [Data processors | High Life Highland](#)

International Transfers

Your information is normally processed within the United Kingdom.

Where information is transferred outside the UK, appropriate safeguards will be in place to protect your personal information.

How Long We Keep Information

Your information will be retained in accordance with High Life Highland's Retention Schedule.

Retention Period: Up to 6 years, depending on the type of information and the requirements of any joint controller or data sharing partner

Once the retention period has expired, your information will be securely deleted or anonymised.

Automated Decision Making and Profiling

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

Your Rights

Under UK GDPR, you have the right to:

- Access your personal information
- Request correction of inaccurate information
- Request erasure of your information in certain circumstances
- Restrict processing in certain circumstances
- Object to processing in certain circumstances
- Request data portability where applicable
- Withdraw consent at any time where consent is the lawful basis

For more information about your rights, visit: [Your data protection rights | High Life Highland](#)

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Data Protection Officer

If you have any questions about how your information is used, please contact:

Data Protection Officer

Highland Council
Headquarters
Glenurquhart Road
IV3 5NX

Email: DPO@highland.gov.uk

Telephone: 01463 702029

Complaints

If you are unhappy with how your personal information has been handled, you may contact:

Information Commissioner's Office (ICO)

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
Website: <https://ico.org.uk>