

## Privacy Policy and Terms of Service

Girlguiding East Lothian is committed to protecting your privacy. This policy details the information we collect from you when you access the Allison Cargill House (ACH) or Girlguiding East Lothian websites and the steps we take to ensure this information remains confidential.

We collect some basic information from you in order to improve your browsing experience. Except as explained in this policy statement, we will not release any personal information to a third party under any circumstances unless expressly authorised to do so by you, or if we are obliged to do so by law.

### Disclaimer

Allison Cargill House and Girlguiding East Lothian seeks to ensure that the information published on its websites is up to date and accurate. Allison Cargill House or Girlguiding East Lothian cannot be held responsible for the contents of any pages referenced by an external link.

This site and its components are offered for informational purposes only; this site shall not be responsible or liable for the accuracy, usefulness or availability of any information transmitted or made available via the site, and shall not be responsible or liable for any error or omissions in that information.

### Personal Data

Any personal data collected through our websites will be treated as confidential in line with the principles of the Data Protection Act 1998.

We collect the following personal information:

- Name
- Contact details, including address, telephone number and email address
- Records of your correspondence with us
- Information you enter on our website
- Photographs, video or audio recordings you share with us
- Any other information you share with us.

This information may be collected from:

- Information you fill out on the website.
- Telephone or face-to-face conversations.
- Communication on social media.
- Email communications.

This information will be used to:

- Communicate with you, for example arranging payments.
- Investigate and respond to complaints, legal claims or other issues.
- Fulfil your booking requirements, including processing payment and letting you know about information relevant to your stay.
- Keep a record of your relationship with Girlguiding East Lothian for our administration, and to let you know about changes to our services or policies.

We need a lawful basis to collect and use your personal data under data protection law. The law allows for six ways to process personal data. Four of these are relevant to Girlguiding East Lothian. We can use process information on the basis of:

- Your consent (for example to send you direct marketing by email or SMS)
- Your contractual relationship with us (for example to provide you with goods or services that you have purchased from us)
- The necessity for compliance with a legal obligation (for example to process a gift aid declaration and carrying out due diligence on large donations)
- Girlguiding East Lothian's legitimate interests (please see below for more information).

Girlguiding East Lothian keeps your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

We decide how long is appropriate to keep personal data. We do this by considering the amount, nature and sensitivity of the personal data; the potential risk of harm from unauthorised use or disclosure of your personal data; the purposes for which we process your personal data, whether we can achieve those purposes through other means, and the legal requirements.

We do not share or sell your personal information to third-party organisations for marketing, fundraising or campaigning purposes. We would only share your information where we have your consent or where we are required to by law, for example to law enforcement or regulatory bodies.

### *Legitimate Interests*

Personal data may be legally collected and used if it is necessary for a legitimate interest of the organisation using the data, as long as its use is fair and does not adversely impact the rights of the individual concerned. When we use your personal information, we will always consider if it is fair and balanced to do so, and if it is within your reasonable expectations. We

will balance your rights and our legitimate interests to ensure that we use your personal information in ways that are not unduly intrusive or unfair.

Girlguiding's legitimate interests include:

- Charity governance. This includes delivery of our charitable purposes, statutory and financial reporting and other regulatory compliance purposes and intergroup transfers of data between Girlguiding and our trading subsidiary.
- Administration and operational management. This includes answering enquires, giving information and services, research, events management, administration of volunteers and employment and recruitment requirements. This involves sharing information with regional and local Girlguiding branches.
- Fundraising and campaigning. This includes administering campaigns and donations and sending direct marketing by post (and in some cases making marketing calls), sending thank you letters, analysis, targeting and segmentation to develop communication strategies and maintaining communication suppressions.

## Cookies

Cookies are small text files placed on your computer by websites that you visit. They are widely used to make websites work more efficiently for visitors, and to provide information to the owners of the site.

When users enter the Girlguiding East Lothian or ACH websites their computers will automatically be issued with 'cookies'. Cookies are used to ensure optimal browsing of our sites.

You agree to our use of cookies by continuing to use our websites.

## Copyright

All copyrights on these websites are strictly reserved to Allison Cargill House and Girlguiding East Lothian, including illustrations, pictures, sounds, scripts, animation and any other material appearing on the website.

In accessing the Girlguiding East Lothian and ACH websites, you agree that you will use the contents for your own private use, and not make any alterations, store or copy any part of the website without the written permission of Girlguiding East Lothian, in line with the **Copyright, Designs and Patents Act 1988**.

## Contact information

If users have any questions or suggestions regarding our privacy policy, you can contact us at [girlguidingeastlothian@yahoo.com](mailto:girlguidingeastlothian@yahoo.com).