



Privacy Notice – Helix Park and The Kelpies

This notice provides details of what information we collect from you, what we do with it and who it might be shared with.

Identity and contact details of the controller and the data protection officer

Falkirk Community Trust (the Trust) is the data controller. You can contact the data protection officer at:

*Data Protection Officer
Falkirk Community Trust
Suite 1A
The Falkirk Stadium
4 Stadium Way
Falkirk
FK2 9EE*

dpo@falkirkcommunitytrust.org

Why do we collect this information?

The information is being collected for the following purpose/s:

1. To process your booking and/or admission for a tour or events.
2. To record details of lost property that you have advised us of.
3. To process customer not present transactions (for example, a customer making a payment by telephone).
4. To administer a loan service for those who borrow wheelchairs.
5. To record how you visited the Helix via our app.

The legal basis each purpose is set out below:

Legal basis	Purpose
Consent	2, 5
Performance of a contract	1, 3, 4
Legal obligation	
Vital interests	
Task carried out in the public interest	
Legitimate interests	

If you provide us with information in relation to your health this is regarded as special categories data (personal data which the General Data Protection Regulations say is more sensitive, and so needs more protection). Our legal basis for processing this special categories data in relation to your health is your explicit consent.

What information do we collect about you?

We collect your name and contact details (which may be a postal address, email address, phone number and/or mobile phone number). We will also collect information about your group demographic, health and specific needs if you provide them. We also keep copies of your communications with us and our responses.

We may also collect your payment details.

From the app, we collect how many were in your group and how you arrived at The Helix

Where do we collect information from?

We collect information from you or a third party acting on your behalf, for example, a carer, a parent or guardian if you are under 16 years of age, a solicitor, a councillor, another family member.

When you purchase tickets online, our online booking supplier (Digitickets) allows us to see some of the information you provide them.

We also collect information via the app.

Who might we share your information with?

Falkirk Council established the Trust in 2011 and the Trust carries out services on behalf of Falkirk Council. We may share your information with Falkirk Council. They are our information governance, legal, health & safety, financial, IT, child protection, insurance advisers, the owners of the sites that we manage, and their environmental health unit are our enforcing authority for health & safety.

We may also share information with IT System administrators & suppliers for the purposes of upgrading and maintaining the systems.

We may also share your information if we are required to do so by law or with the Scottish Information Commissioner (freedom of information), the Information Commissioner (data protection), the Scottish Public Services Ombudsman (complaints) and the Health & Safety Executive (accidents).

The Trust has a duty to protect public funds. We may check your information within the Trust and with Falkirk Council for verification purposes and/or for the prevention of fraud. We may share your information with other organisations where we are required to do so for the purposes of the prevention or detection of crime.

Will we send your information outwith the UK?

We do not transfer your information outwith the UK.

How long do we keep hold of your information?

1. We keep your information for 1 year from the end of the calendar year in which the booking or event took place.
2. We keep your information for 3 months after you advise us of your lost property.
3. Any paper copies of payment details are destroyed once the payment has been processed.
4. We keep your information until the end of the month in which the wheelchair loan took place.
5. No personal information is gathered or retained within the app. We only obtain statistical information.

What are my rights in relation to the information held about me?

You have the following rights:

- To see any information held about you by making a [subject access request](#).
- To withdraw consent at any time, where the legal basis for processing is consent.
- To data portability, where the legal basis for processing is (i) consent or (ii) performance of a contract.
- To request rectification or erasure of your information, where data protection legislation allows this.

Do I have a right to complain about the way information has been used?

If you have a concern about the way we are collecting or using your personal data, please let us know and we will try to resolve this. If you are still concerned, you can contact the Information Commissioner:

*Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF*

Tel: 0303 123 1113 (local rate)

Fax: 01625 524 510

Email: casework@ico.org.uk

Do I have to provide my personal data to you?

If you want to make a booking for a tour or event, advise us of lost property, make a purchase over the phone, borrow a wheelchair, or use the Helix app we need to know the information set out above.

Do you use any automated processes to make decisions about me?

We do not use automated decision making processes

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