



Friends of Cromarty Harbour

Privacy Policy

Purpose of this policy

Friends of Cromarty Harbour is committed to protecting your personal information and being transparent about what information we hold about you.

Using personal information allows us to develop a better understanding of our donors and supporters and in turn to provide you with relevant and timely information about the work that we do. As a charity, it also helps us to engage with other potential donors and supporters.

This privacy policy will explain how our organisation uses the personal data we collect from you when you use our website.

Lawful basis for the processing

There are three bases under which we may process your personal information:

Contract purposes

When you donate to Friends of Cromarty Harbour, you are entering into a contract with Friends of Cromarty Harbour. To perform this contract we need to process and store your data. For example, we may need to contact you by email or telephone in the case of a cancelled event or problems with your payment.

Legitimate interest

In certain situations we collect and process your personal information for purposes that are in our legitimate organisational interests. However, we only do this if there is no overriding prejudice to you by using your personal information in this way. We describe below the situations where we may use this basis for processing.

Consent

For any situations where the two bases described above are not appropriate, we will instead ask for your explicit consent before using your personal information in that specific situation.

Friends of Cromarty Harbour

Friends of Cromarty Harbour is a Scottish Charitable Incorporated Organisation (no. SC049166).

Contact details

c/o The Manse, Denny Road, Cromarty, IV11 8YT

friends@cromartyharbour.org

What data do we collect?

We collect various types of information in several ways:

Information you give us

In the course of our work there could be many interactions which leads to us gathering information about you. You may register on our website, buy a membership, event tickets or donate, which may result in us storing the personal information you give us such as your name, email address, postal address and telephone number. We will also store a record of your purchases and donations.

When you voluntarily complete a customer survey or provide feedback on any of our message boards or via email.

When you use or view our website via your browser's cookies.

Information about your interactions with us

When you visit our website, we collect information about how you interact with our content. When we send you a mailing, we store a record of this, and in the case of emails we keep a record of which ones you have opened and which links you have clicked on.

Sensitive personal data

Data Protection law recognises that certain categories of personal information are more sensitive, such as health information, race, religious beliefs and political opinions. We do not collect this type of information.

How will we use your data?

Friends of Cromarty Harbour collects your data so that we can:

- Keep you informed about the work of the charity.
- Email you with offers on other products, events, and services we think you might like.

How do we store your data?

We will put in place appropriate safeguards (both in terms of our procedures and the technology we use) to keep your personal information as secure as possible. We will ensure that any third parties we use for processing your personal information do the same.

Friends of Cromarty Harbour may store your personal information indefinitely such that for any subsequent activity we are able to link them back to a single unique record that we hold for you on our system.

Marketing

Friends of Cromarty Harbour would like to send you information about events and services of ours that we think you might like.

If you have agreed to receive marketing, you may always opt out later.

You have the right at any time to stop Friends of Cromarty Harbour from contacting you for marketing purposes or to provide information about the activities of Friends of Cromarty Harbour.

What are your data protection rights?

Friends of Cromarty Harbour would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following:

- The right to access – You have the right to request Friends of Cromarty Harbour for copies of your personal data.
- The right to rectification – You have the right to request that Friends of Cromarty Harbour correct any information you believe is inaccurate. You also have the right to request Friends of Cromarty Harbour to complete information you believe is incomplete.
- The right to erasure – You have the right to request that Friends of Cromarty Harbour erase your personal data, under certain conditions.
- The right to restrict processing – You have the right to request that Friends of Cromarty Harbour restrict the processing of your personal data, under certain conditions.
- The right to object to processing – You have the right to object to Friends of Cromarty Harbour 's processing of your personal data, under certain conditions.
- The right to data portability – You have the right to request that Friends of Cromarty Harbour transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at the above email address.

What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org.

How do we use cookies?

Friends of Cromarty Harbour may use cookies in a range of ways to improve your experience on our website, including:

- To enable certain functions
- To provide analytics
- To store your preferences

There are several different types of cookies, however, our website uses:

- **Functionality** – Friends of Cromarty Harbour uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- **Advertising** – Friends of Cromarty Harbour uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The Friends of Cromarty Harbour website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Friends of Cromarty Harbour keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated February 2024.

How to contact us

If you have any questions about Friends of Cromarty Harbour 's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us at the address details above, including by email.

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Friends of Cromarty Harbour has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office at <https://www.ico.org.uk/make-a-complaint/>.

Version 1: February 2024