

Shetland Tall Ships Ltd Privacy Policy

Our contact details

Name: Shetland Tall Ships Ltd

Address: Albert Building, Lerwick, Shetland, ZE1 0LL

Phone Number: 01595 502110

E-mail: info@tallshipslerwick.com

The type of personal information we collect

We currently collect and process the following information:

- Contact name
- Contact email address
- Contact phone number
- Contact address
- Contact post code
- Contact date of birth /age

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You have expressed an interest in receiving information about the Tall Ships Races 2023 event
- You have expressed an interest in volunteering, sponsoring or being involved in the delivery of the Tall Ships Races 2023 event in Lerwick

We may also receive personal information indirectly from your employer, employee, agent or other representative to provide you with information or services as deemed appropriate.

We use the information that you have given us in order to:

- Verify your identity where required
- Reply to your enquiry by post, email, or telephone;
- Maintain our volunteer or mailing list records;
- Send you information on the Tall Ships Races 2023 event and associated activities;

Where we have your consent to do so, we will send you information and updates about the Tall Ships Races 2023. If you decide that you no longer wish to receive these messages then you can opt out of future communications. We may still communicate with you for other purposes in the ordinary course of any other relationship we have with you.

We will comply with requests to share specific information from regulatory and law enforcement bodies where this is necessary and appropriate. We will not share your personal details with any other third party.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) **Your consent. You are able to remove your consent at any time. You can do this by contacting Shetland Tall Ships Ltd at Albert Building, Lerwick, Shetland, ZE1 0LL or email: info:tallshipslerwick.com.**
- (b) **We have a contractual obligation. (where applicable)**

How we store your personal information

Your data will be securely held in a Customer Relationship Management (CRM) Database operated by Shetland Tall Ships Ltd. Where we have financial transactions with you, your information will also be stored on a secure web-based financial management database.

We only keep contact information for as long as is required to deliver the event and inform you of relevant information which you have requested or we are required to provide you with. [This will be no later than October 2023]. We will then dispose of your information by deleting electronic files and the back up copies. Any hard copy files with your personal identification details will also be destroyed.

Where the data we hold on you includes financial transaction information; this is required by law to be kept for six years, after which it will be destroyed or deleted in a secure manner.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Shetland Tall Ships Ltd, Albert Building, Lerwick, Shetland, ZE1 0LL if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Shetland Tall Ships Ltd, Albert Building, Lerwick, Shetland, ZE1 0LL or by email; info@tallshipslerwick.com.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>