

Staincross Apiaries

Honey, Wax, Queens & Education



www.staincross-apiaries.co.uk

GDPR - Data Protection and Privacy Policy (Updated August 2019)

Staincross Apiaries is committed to protecting and respecting your private and personal details. Any information we collect will only be used by the staff of Staincross Apiaries and for the purpose it is intended for; except in special circumstances as detailed below.

In order to comply with the General Data Protection Regulation (GDPR), we do update this policy from time to time so please do review this policy regularly.

What information do we collect?

To ensure your health and safety, your name, address, phone numbers and email address along with details of an emergency contact (for whom you are responsible for obtaining permission from in order to supply us with their name and a means of contacting them), medical information and dietary information.

What do we use this information for?

The information supplied by you may be used in the following ways:

1. To register you on to our online booking system (if not done already by yourself), which we use to keep records of visitors. This information is kept securely online.
2. To contact you or your emergency contact.
3. From time to time we may send you promotional emails and information about our services, products, offers and other information as appropriate.

How do we keep your information safe?

We hold customers' information:

- **Digitally:** We do not keep these records on any hard disks or computers as we use a cloud based booking system which is provided by a third party (TicketSource), whose own privacy policy can be view at <https://www.ticketsource.co.uk/kb/terms-of-use/customer-data-privacy-policy>.

We also keep a digital copy of our Visitor Record and Visitor Information Form on our third party operated Google Drive, whose own privacy policy can be viewed at <https://cloud.google.com/security/gdpr/>.

- **Paper, Hard Copy:** Our Registration Form is a paper form that we require all visitors to fill out. We also keep copies of invoices and receipts for accounting purposes. These paper documents are stored and locked on our premises.

How long do we keep this information for and how do we dispose of it?

- Booking information via TicketSource will be deleted by TicketSource in line with their policy.
- The secure digital backup of your Visitor Information Form will be deleted by us after 1 (one) year.
- The paper-based hard copy of your Visitor Information Form will be shredded by us 1 (one) month after your visit.

Sharing your information

We will not share or sell your information to any third party for the purposes of marketing.

Information will only be shared where there may be an appropriate legal reason to do so or should you require medical attention by a medical professional and only information relevant to that situation will be shared.

Our Website

Our website may collect personal information from you should you use your online contact form and these details may be stored manually and/or electronically.

Our website may also track certain information about you during the course of your browsing, such as your IP address and browser identification and may also use cookies (small files that a site or service provider transfers to your computers hard drive through your web browser [see www.aboutcookies.org]). Such information collected will only be used for analytical purposes, in order for us to improve our website and services or to improve your browsing experience whilst on our website and will not be used by us to personally identify an individual. If you prefer block these cookies you can do so through your own browsers settings; some functions of the website may however cease to operate properly if you do so.

Requesting your information

You are entitled by law to request a copy of the information that we hold for you by submitting a Subject Access Request. All such requests will be subject to a £10 administration fee and verification of identification before any information can be released.

Review: August 2020