

# **Brand Bothy Privacy Policy** published 21.03.2023

## **Our contact details**

Graham Smith  
Westraven, Beechwood, Strathpeffer, Ross-shire IV14 9AB  
07963878291  
graham@rowan-tree.co.uk

## **The type of personal information we collect**

We currently collect and process the following information:

- name and contact details e.g email addresses, telephone numbers, physical addresses

## **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:

- to enable us to provide a service to you
- to enable us to contact you.

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

- provide a service to you
- tailor the service we provide to your needs
- contact you.

We may share this information with subcontractors engaged to help us deliver services to you.

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

- (a) Your consent. You are able to withdraw your consent at any time. You can do this by contacting Graham Smith at [graham@rowan-tree.co.uk](mailto:graham@rowan-tree.co.uk).
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital and legitimate interest.

## **How we store your personal information**

Your information is securely stored.

We keep your name and contact details for up to 7 years. We will then dispose of your information by completely deleting all digital records and backups and securely destroying all physical records using a record destruction company.

## **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 [graham@rowan-tree.co.uk](mailto:graham@rowan-tree.co.uk) 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:

Graham Smith  
Westraven, Beechwood, Strathpeffer, Ross-shire IV14 9AB  
07963878291

graham@rowan-tree.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data. The ICO's address is:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Helpline number: 0303 123 1113

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