



The Outdoor Education Company Privacy Notice -25/10/18

The Outdoor Education Company (east) Ltd will be what's known as the 'Controller' of the personal data you provide to us.

Reasons we may need your information/data:

Here is a list of the reasons we may ask for your personal/organisational information/data

- To respond to an enquiry, request, provide a quote or send a booklet (if requested)
- To communicate with you any changes to our service, terms and conditions, or any security/fraud notices.
- To create a booking contract
- To meet our legal/insurance obligations in respect of health and safety. This could include us obtaining consent forms or filling out accident forms.
- To contact you in regards of invoicing, payment and account management.
- We may communicate with you for marketing or purposes (we don't have mailing lists but may like to contact you when you usually like to book). You may opt out of this at any time.

We only ever collect information that we need to provide our services to you, or we are legally obliged to obtain.

What we do with you/your organisation's data or information

The data we use is processed in the UK by UK staff for the purposes listed above, however, some of IT and hosting is based in other parts of the European Union and USA. We safeguard your data by using encryption, secure regularly reviewing the hosting providers (data processors) we use.

Why we may share information:

- To comply with legal or regulatory requirements and to respond to lawful requests, court orders and legal process.
- To enforce our rights, prevent fraud and for safety. To protect and defend the rights, property, or safety of us or third parties, including enforcing contracts or policies, or in connection with investigating and preventing fraud.
- To comply with the lawful requests by our insurers.

How long we keep your data

We have both right and obligation to keep some specific pieces of your data for certain periods of time. This could be for the benefit of HMRC or to meet our legal and insurance obligations. Once we no longer have an obligation to keep data/information, it will be destroyed.

You may at any point ask for a copy of your data, rectification of any incorrect information or for your data to be removed. In the case of removal, we will need to review the type of data and the legal timescales involved.

(if you are an organisation, please provide us with written consent from a director or board of trustees)

Cookies

Cookies are small pieces of text sent by your web browser by a website you visit. A cookie file is stored in your web browser and allows the Service or a third-party to recognise you and make your next visit easier and the Service more useful to you. Cookies can be "persistent" or "session" cookies. When you use and access the Service, we may place a number of cookies files in your web browser.

We use cookies for the following purposes: to enable certain functions of our website, to provide analytics, to store preferences, to enable advertisements delivery, including behavioural advertising. We may use essential cookies to authenticate users and prevent fraudulent use of user accounts.

If you'd like to delete cookies or instruct your web browser to delete or refuse cookies, please visit the help pages of your web browser.

Please note, however, that if you delete cookies or refuse to accept them, you might not be able to use all of the features we offer, you may not be able to store your preferences, and some of our pages might not display properly.

Signed 

Lauren Bean
Director and Data Protection Officer
Date: 14/12/19

Review Date: 14/12/2020

Contact:

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