

SLEAT COMMUNITY TRADING COMPANY LTD

PRIVACY NOTICE

This Privacy Notice is for customers, subscribers and members of the public, to help you to feel confident about the privacy and security of your personal information.

DEFINITIONS

'SCTCL' refers to Sleat Community Trading Company Ltd.

'Personal information', or 'personal data', is defined as information that can identify you as a person, or is capable of doing so.

'We' or 'us' or 'our' refers to SCTCL.

WHO ARE WE?

SCTCL is the trading arm of Sleat Community Trust. SCTCL manages Skyenet, Visit Sleat and Armadale Stores.

WHY DO WE HAVE A PRIVACY NOTICE?

We take the privacy and security of your personal information very seriously. SCTCL is registered with the Information Commissioner's Office, a requirement of the Data Protection Act 1998 and the General Data Protection Regulation 2018, and takes all reasonable care to prevent any unauthorised access to your personal information. We may hold and use data about you in your capacity as a Visit Sleat or Skyenet subscriber, or as an individual acting on behalf of a subscriber (with the relevant permissions), or as a subsidised taxi customer, or as a fuel account holder, or in any other capacity, for example, when you visit our websites. If you are visiting our websites or using any of our services, we may use your personal information in accordance with the law and our policies, as set out in this privacy notice.

WHAT DOES THIS PRIVACY NOTICE COVER?

This privacy notice only applies to how SCTCL deals with your personal information. It does not apply to any other company or to any other company's websites even if you access them through SCTCL. If you disclose your personal information to other companies your information will be dealt with according to their privacy practices.

WHY DO WE COLLECT PERSONAL INFORMATION?

We collect and process personal information to enable us to provide services to our subscribers and customers, to maintain our own accounts and records and to support and manage our employees.

WHAT PERSONAL INFORMATION DO WE COLLECT, AND HOW?

We may ask you for information to enable us to provide a service to you and we collect this information by telephone, written correspondence or via a website. We may ask you for information including your name, private/business address, contact telephone numbers and email address. We may also ask you for other information that relates to the service you are using or ordering. We may also have contact information about you if you have provided it to us so that we can respond to a query.

This paragraph applies to Skyenet subscribers only: We have information about your use of our network (such as the amount of traffic on your connection), which we use to manage our network and for billing. We do not use this information to identify individuals visiting our website; or to analyse your visits to any other websites.

ARE WE PERMITTED TO KEEP YOUR DATA?

Under the General Data Protection Regulation 2018 we are permitted to collect and process personal data under certain circumstances, known as lawful bases. There are six lawful bases, and the rights you have in regard to the data we hold about you vary depending on the lawful basis under which we hold it.

HOW LONG DO WE KEEP YOUR DATA?

The time period for which we keep information varies according to what the information is used for. In some cases, there are legal requirements to keep data for a minimum period. Unless there is a specific legal requirement for us to keep the information, we will retain it for no longer than is necessary for the purposes for which the data was collected or for which it is to be further processed.

DO WE SHARE YOUR PERSONAL INFORMATION WITH ANYONE ELSE?

We sometimes use other companies to provide services to you or to provide services to us. To enable them to do this, we may need to share your personal information with them. When we do so, these companies are required to act in accordance with the instructions we give them and they must meet the requirements of the Data Protection Act 1998 and the General Data Protection Regulation 2018 to keep the information secure.

We may also provide information, in response to properly made requests, for the purposes of the prevention and detection of crime, and the apprehension or prosecution of offenders. We may also provide information for the purpose of safeguarding national security. In either case we do so in accordance with relevant legislation. We will also provide information when required to do so by law, for example under a court order, or in response to properly made demands, under powers contained in legislation.

If there is a change (or prospective change) in the ownership of SCTCL or any of its assets, we may disclose personal information to the new (or prospective) owner. If we do so, we will require them to keep it confidential.

If you believe the personal information we hold on you is incorrect you may amend it by following the procedure set out below in "How can I find out what information SCTCL holds about me?"

HOW DO WE PROTECT YOUR DATA WHEN IT IS TRANSFERRED OUT OF EUROPE?

Countries in the European Economic Area (EEA) are required to have a similar standard of protection of personal data but this is not always the case in countries outside of the EEA. We do not currently transfer data outside the EEA, but should we need to do so we will take steps to ensure that your data will be given adequate protection as required by the Data Protection Act 1998 and the General Data Protection Regulation 2018.

HOW CAN I FIND OUT WHAT INFORMATION SCTCL HOLDS ABOUT ME?

At any time, an individual may (in writing) request access to the personal data we hold about them. This may be a request to view the data, or a request that we amend or delete the data. SCTCL will respond to all written requests within one month. Requests will be reviewed by the person responsible for data protection. We will inform the individual the lawful basis under which we hold their personal data. Access will be provided free of charge, except that we reserve the right to refuse, or charge a reasonable fee for, requests for information which are manifestly unfounded, excessive, repetitive, or are copies of information already provided to an individual. If we refuse a request, we will tell the individual why we have refused it, and inform them that they have the right to complain to the supervisory authority.

If you would to view, amend or request deletion of the information we hold about you, you can make a formal request to SCTCL. Please put your request in writing, clearly identifying yourself (and making reference to your Skynet code if applicable). The address is: Sleat Community Trading Company Ltd, Faoilinn Cottage, Armadale, Sleat, Isle of Skye, IV45 8RS. We may have to ask you for further information, for example identification, before we fulfil your request. If a third party is requesting information on your behalf we will have to be satisfied that they are entitled to do so.

HOW CAN I OPT OUT OF RECEIVING MARKETING INFORMATION?

You may choose not to receive marketing information from SCTCL and, if you are already receiving such information from us, you can ask us to stop at any time by writing to us at: Sleat Community Trading Company Ltd, Faoilinn Cottage, Armadale, Sleat, Isle of Skye, IV45 8RS.

HOW DO WE PROTECT YOUR PERSONAL INFORMATION?

We are serious about guarding the security of your personal information and the details of any transactions made. We restrict access to your data to the minimum number of people necessary, and provide them with training in how to keep it safe. We take appropriate organisational and technical security measures to protect your data against unauthorised disclosure or processing.

DOES THIS PRIVACY NOTICE PROTECT ME WHEN USING YOUR WEBSITES?

SCTCL's privacy notice also applies to information collected when you use our websites. You do not have to register to access most of our websites. However, if you provide information via the "contact us" or any of the other interactive features, we may use the data you provide to contact you or to carry out actions based on what you have contacted us about, in accordance with the law and our policies, as set out in this privacy notice.

Third party internet sites that you can link to from our websites are not covered by our privacy notice, so we urge you to be careful when you enter any personal information online. SCTCL accepts no responsibility or liability for these sites. Other companies which advertise or offer their products or services on our website may also allocate cookies to your PC. The types of cookies they use and how they use the information generated by them will be governed by their own privacy policies and not ours.

CHILDREN

We sometimes need to hold information about you, like your name, address and age. We do this so that we can contact you, or so that we can run activities for you. We will take very good care of your information.

Sometimes we will need to ask you before we can hold your information. If you are 13 or over you can choose for yourself. If you are under 13 we will ask your parent or guardian.

If you want to know what information we hold about you, you can write to us at this address: Sleat Community Trading Company Ltd, Faoilinn Cottage, Armadale, Sleat, Isle of Skye, IV45 8RS. You can also ask us to delete your information if you want to.

CONTACT US

You can write to us at: Sleat Community Trading Company Ltd, Faoilinn Cottage, Armadale, Sleat, Isle of Skye, IV45 8RS.