



Callander Enterprise Privacy Policy

Callander Enterprise treats your privacy rights seriously. This privacy policy sets out how we will deal with your 'personal information', that is, information that could identify, or is related to the identity of, an individual. This policy does not apply where members have given purely non-personal business contact details.

What personal information do we collect?

When you express an interest in becoming a member of **Callander Enterprise** you will be asked to provide certain information. This includes:

- your name/name of Organisation
- business address (which may also be your home address)
- email address (which may contain an individual's name or purely a non-personal business contact)
- telephone number
- any other data that you ask for to be put on the **InCallander©** website which is of a personal nature
- Information relating to your method of subscription payment.

We do not keep any sensitive personal details on **Callander Enterprise** members

How do we collect this personal information?

All the information collected is obtained directly from you. This is usually at the point of your initial registration with the Organising Committee or contact via the on-line joining form and subsequent emails with the Website Manager. In future the information may also be collected via membership application forms or membership renewal online contact forms. The lawful basis for collecting and storing your information is due to the contractual relationship that you, as a member, have with **Callander Enterprise**. In order to inform you about the activities and projects supported by **Callander Enterprise**, meetings and meeting minutes that you can attend as a member, we need to store and process a certain amount of personal data.

How do we use your personal information?

We use your personal information:

- To provide **Callander Enterprise** members with meeting information and meeting minutes
- To provide you with details of other activities, projects and services supported by **Callander Enterprise**
- For administration, planning and management of **Callander Enterprise**



- To communicate with you about events
- To monitor, develop and improve the provision of **Callander Enterprise** activity
- We may also use non-identifiable or background photographs on the website or promotional material for activities

We'll send you messages by email, post, other digital methods and telephone to advise you of **Callander Enterprise** activities.

Who do we share your personal information with?

We may disclose information about you, including your personal information

- Internally - to Organising Committee members— as required to facilitate your participation in **Callander Enterprise** activities;
- Externally – for products or services such as those supplied by Visit Scotland or Loch Lomond and the Trossachs National Park
- Externally – we may put contact information of Organising Committee members on our website.
- If we have a statutory duty to disclose it for other legal and regulatory reasons.

Where we need to share your information outside of **Callander Enterprise** we will seek your consent and inform you as to whom the information will be shared with and for what purpose.

How long do we keep your personal information?

Where you have given us personal information, we need to keep it so that we can provide our services to you. In most instances information about your membership will not be stored for longer than 12 months after you cease to be a member of **Callander Enterprise**. The exceptions to this are instances where there may be legal or insurance circumstances that require information to be held for longer whilst the issues are investigated or resolved. Where this is the case, member/s will be informed as to how long the information will be held for and when it is deleted.

How your information can be updated or corrected

To ensure the information we hold is accurate and up to date, members need to inform **Callander Enterprise** of any changes to their personal information. You can do this by contacting the membership secretary on secretary@incallander.co.uk. On an annual basis you will have the opportunity to update your information, as required, via the membership renewal process. Should you wish to view the information that **Callander Enterprise** holds on you, you can make this request by contacting the membership secretary as detailed above. There may be certain circumstances where we are not able to comply with this request. This would include where the information may contain references to other individuals or for legal, investigative or security reasons. Otherwise we will usually respond within 14 days of the request being made.



If you wish **personal** information to be deleted, you have a right to do that at any time, but a form of business communication will still be required/held for members for the purposes of **Callander Enterprise** sending communications.

How do we store your personal information?

We have in place a range of security safeguards to protect your personal information against loss or theft, as well as unauthorised access, disclosure, copying, use or modification. Security measures include password protection of devices containing membership lists and all information submitted through the web site is protected by Secure Socket Layer encryption, which creates a secure connection with your browser when you send information to us. The only information stored about you on the web server is the information you ask us to include on your business's public page on Incallander.co.uk.

[Note: information gathered through the web site is sent by email and for the information sent through to us, it is then stored on a password protected device.]

Your membership information may be held on a database/spreadsheet and accessed by the Organising Committee Members as required.

Availability and changes to this policy

This policy is available on our website and from the Secretary by email at secretary@incallander.co.uk. This policy may change from time to time.

Contact

If you have any queries about this policy, need it in an alternative format, or have any complaints about our privacy practices, please contact us at secretary@incallander.co.uk

Please Note: Callander Enterprise is an organisation of a group of local businesses rather than individuals. Where possible we request that contact details are those for the member business rather than an individual within it.