

Calum Wallace Mountaineering Privacy Policy

Our contact details

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What is the purpose of this document?

Calum Wallace Mountaineering is committed to protecting the privacy and security of your personal information. This document sets out how we collect and use personal information about you during and after you access our services, in accordance with the General Data Protection Regulation (GDPR). By making a booking or contacting us via this website or social media, you agree to the transfer, storing or processing of your personal data as set out below. As a Mountain Guiding organisation, we require these details in order to fulfil our contract with you.

The type of personal information we collect

We collect and process the following information:

- Personal identifiers including your name, address, email address, phone number, date of birth, gender and age
- Medical information
- Photos and videos during events where such photos constitute personal data
- Correspondence with you via email, text/SMS/WhatsApp, or voicemail message
- Any information that you choose to send us via social networking tools such as Twitter, Facebook and Instagram

How we get the personal information and why we have it

The personal information we process is provided to us directly by you for one of the following reasons:

- This includes information provided at the time of booking a course, or requesting further information
- Medical information is collected by our booking form or in person with your instructor
- We take photos during events, where such photos constitute personal data, we only process these with your explicit consent
- Correspondence received from you via email or voicemail message

Our Purpose for Processing Personal Data

We process the information you have given us for the specific purposes

- To allow you to participate in the courses
- To contact you to discuss the courses
- To process medical information in relation to course provision when required for the safety of course attendees
- If you have given us consent to take photos/videos of you, we may share this on our website and social media

Who we may share your information with

- We may share this information with Emergency Services in the event of an injury or incident.
- We may share personal information with our professional and legal advisors for the purposes of taking advice

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

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting calum.wallace@live.co.uk

(b) We have a contractual obligation.

(c) We have a legal obligation.

How we store your personal information

Your information is securely stored electronically on cloud-based storage. This is protected by strong passwords.

For financial reasons, we will keep your transaction data for 6 years after you have made a booking with us. We reserve the right to hold personal information for 3 years in accordance with health & safety guidelines.

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 calum.wallace@live.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 calum.wallace@live.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane

Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

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