

# Swanston Farm Ltd Data Privacy Policy

At Swanston Farm Ltd we take your privacy seriously. It is important that you know exactly what we do with personal information that you and others provide to us, why we gather it and what it means to you. This document is being provided to you in line with our obligations under the General Data Protection Regulation (GDPR), which will come in to force on 25 May 2018. From that date, the GDPR, together with applicable UK requirements, will amend existing data protection law and place enhanced accountability and transparency obligations on organisations when using your information. The GDPR will also introduce changes which will give you greater control over your personal information, including a right to object to processing of your personal information where that processing is carried out for our business purposes.

Please take time to read this notice carefully. If you are under 16 years of age, please read this summary with a parent or guardian and ensure you understand it. If you have any questions about how we use your information, please contact our Data Protection Officer at the details below.

This document outlines our approach to Data Privacy to fulfil our obligations under GDPR 2018. It outlines the most important aspects of how we use your information and what rights you have in relation to your personal information

We want you to be clear on:-

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## Who we are

Throughout this document, 'we', 'us', 'our' and 'ours' refer to Swanston Farm Ltd.  
Registered Office is 111 Swanston Road, Edinburgh, EH10 7DS  
Company Registration Number :- SC192334

## The information we collect about you

We only collect information that is necessary, relevant and adequate for the purpose you are providing it for. It falls into two categories:-

- Identity & contact information (name address etc)
- Sensitive Data (we use CCTV in our Brasserie building)

### Holiday Cottage bookings

Name, address, telephone number(s), email address

If paying by card then we take your card details to make the payment and then shred these (we do NOT store your card details)

### Livery Service

Name, address, telephone number(s), email address, emergency contact name and telephone number and Vet name.

### Brasserie Bookings

Name, telephone number(s). We have CCTV monitoring the Brasserie building.

### Brasserie Functions

Name, address, telephone number(s), email address. We have CCTV monitoring the Brasserie building.

### Business Tenants

Name, email address, business name, business address, business telephone number(s)

### Residential Tenants

Name, telephone number and possibly email address

### Outdoor Activities

Name, telephone number and possibly email address

## How we use your information

We will only process information that is necessary for the purpose for which it has been collected. We will never send you unsolicited 'junk' email or communications, or share your personal information with anyone else who might. We use your information:

### To provide our services to you, and to fulfil our contract with you

- To make a holiday cottage booking
- To provide the livery service
- To make a table booking in the Brasserie
- To book an event/function in the Brasserie
- To rent a property as a business tenant
- To rent a property as a residential tenant
- To communicate with you once you have enquired about a service via social media or our website (please refer to the data privacy policies for the social media apps that you use).

### To comply with our legal and regulatory obligations

We need to use your information to comply with legal and regulatory obligations including complying with your information rights

More information on lawful processing can be found on the [ICO website](#).

We have obtained your personal data from the following sources:

- Emails you send us directly or via the website
- When you phone us
- Letter you send us
- The contact form you have completed on our web site
- Social media enquiries (Facebook and Twitter)

## Sharing your personal data

For the outdoor activities your details are entered in Swanston Golf's booking system. Other than that, we do NOT share your data or transfer your data to any 3<sup>rd</sup> parties.

## How long we keep your personal data

We will not keep your personal data for any longer than necessary for any legal Claims/ complaints; for safeguarding purposes. If you are a holiday cottage customer we only retain your data in case of any rebooking of our holiday cottages.

## Providing us with your personal data

You are under no statutory or contractual requirement or obligation to provide us with your personal data. If you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with a Holiday cottage/Livery place/Brasserie service). In this case, we may have to cancel a service you have with us but we will notify you if this is the case at the time.

## Your rights and your personal data

You have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you
- The right to request that we correct any personal data if it is found to be inaccurate or out of date
- The right to request your personal data is erased where it is no longer necessary to retain such data
- The right to request that we provide you with your personal data
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing
- The right to object to the processing of personal data, (where applicable i.e. where processing is based on legitimate interests)

## Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

## How to make a complaint

To exercise all relevant rights, queries or complaints please in the first instance contact us:-

- By phone on 0131 445 2239
- By email on [accounts@swanston.co.uk](mailto:accounts@swanston.co.uk)
- By post to Swanston Farm Ltd, 111 Swanston Road, Edinburgh, EH10 7DS

If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the [Information Commissioners Office](https://ico.org.uk/global/contact-us/email/) on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.