



Loch Lomond and the Trossachs National Park Authority

## **PRIVACY NOTICE – CAMPSITE BOOKING**

The information you have provided ("Your Information") will be processed by Loch Lomond & The Trossachs National Park Authority, Carrochan, Carrochan Road, Balloch, G83 8EG for bookings made using Loch Lomond & The Trossachs National Park Authority's camping booking system for our campsites.

We are complying with Scottish Government guidance and information collected for campsite bookings may be shared with the NHS Scotland Test and Protect service to minimise the spread of Coronavirus.

You can contact the Park Authority on 01389 722600 or [info@lochlomond-trossachs.org](mailto:info@lochlomond-trossachs.org)

The Park Authority's Data Protection Officer can be contacted on the below noted details:

Carrochan Road, Balloch, G83 8EG

Email: [info@lochlomond-trossachs.org](mailto:info@lochlomond-trossachs.org)

Tel: 01389 722600

### **How will your information be used?**

Your Information will be used to:

- We will use your email address to email you your booking confirmation and other related information regarding your booking.
- We may use your telephone number, mobile phone number or email address to contact you regarding your booking.
- We will use your email address to email you a customer feedback survey after your stay.
- Our Ranger Service may use the personal data you submit during the booking process to identify you when patrolling in Loch Lomond & The Trossachs National Park.
- We may use your email address to contact you if you opted in to taking part in a survey about camping in Loch Lomond & The Trossachs National Park Authority.
- We may use your personal data to inform evaluation reports at the end of the camping season.

## **What is the lawful basis for us to process your data?**

The lawful basis for processing Your Information is:

**Contract:** the processing of your personal data is necessary for the contract you have made with the Park Authority to make a booking to use one of our campsites.

## **Do I have to provide my information?**

You do not have to provide your information to the National Park Authority

Without the correct information however we may not be able to successfully complete an online booking.

## **How long will you keep my Information?**

We will hold your information from the end of the year it was provided for a period of 3 years. Your information will be retained for the minimum period necessary. Your information will be destroyed under confidential conditions after this period.

## **Who will you share my information with?**

The Park Authority will generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate.

## **Will you transfer my data outside the UK?**

In general the Park Authority does not transfer personal data outside the UK and on the rare occasions when it does so the Park Authority will inform you.

The Park Authority will only transfer data outside the UK when it is satisfied that the party which will handle the data and the country it is being processed in will provide adequate safeguards for personal privacy.

## **Your Rights**

You have the right to:

- **Access Personal data held about you**

You have the right to access the personal data the Park Authority holds about you. This right is called a Subject Access Request, often referred to as a SAR.

You can receive a copy of your personal data held by the Park Authority, details on why it is being used, who it has been/will be shared with, how long it will be held for, the source of the information and if the Park Authority uses computer systems profiling to take decisions about you. Details on how to submit a Subject Access Request can be found on our website at:

<http://www.lochlomond-trossachs.org/park-authority/freedom-of-information/accessing-personal-information/>

- **Rectification of Personal Data**

You have the right to request that the Park Authority corrects any personal data held about you that is inaccurate.

- **Erasement of Personal Data**

You have the right to request that the Park Authority deletes personal data about you. This is known as “the right to be forgotten”.

You can request erasure of personal data in certain circumstances , for example:

- i) The personal data is no longer necessary for the purpose it was collected
- ii) It is being processed unlawfully
- iii) The personal data has to be erased due to a legal obligation the Park Authority is subject to

- **Restrict Processing**

You have the right to request that the Park Authority restrict processing your personal data if

- i) You think the personal data is inaccurate
- ii) The processing is unlawful
- iii) The Park Authority no longer needs the personal data but you may need it for legal purposes
- iv) You object to the Park Authority processing for the performance of a public interest task or any official authority vested in the Park Authority.

- **To Object**

You have the right to object to the Park Authority's use of your personal data. The Park Authority will have to demonstrate why it is appropriate to continue to use your personal data.

## **Complaints**

If you are unhappy with the way the Park Authority has processed your information you have the right to complain to the Information Commissioner's Office:

The Information Commissioner's Office - Scotland  
45 Melville Street  
Edinburgh  
EH3 7HL

Telephone: 0303 123 1115

Email: Scotland@ico.org.uk

You should however raise any concerns regarding our handling of your information with the Park Authority in the first instance. Details of our complaints process can be found at:

<http://www.lochlomond-trossachs.org/park-authority/how-to-make-a-complaint/>

The Park Authority does not use profiling or automated decision making processes.