



# Shining Cliff Centre C.I.C Privacy Policy

## **Our contact details**

Name: Shining Cliff Centre C.I.C

Address: 7 Derwent View, Shaw Lane, Milford, DE560RE

Phone Number: 07794268059

E-mail: shiningcliffhostel@yahoo.com

Website: www.shiningcliffhostel.co.uk

## **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Email addresses and phone numbers of people booking Shining Cliff hostel, the Woodland Hut and attending Woodland sessions.
- Medical history, dietary requirements and allergies of participants on Woodland sessions.
- Date of birth, address and next of kin contact details of any children attending sessions without an adult, as required for our Ofsted registration.

## **How we get the personal information and why we have it**

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

- To provide emergency contact details for groups using Shining Cliff hostel, Woodland Hut and Woodland sessions.
- To ensure we are fully informed of any medical issues, medications, allergies and food intolerances of participants attending Woodland sessions.

We use the information that you have given us in order to maintain a register of attendees to Woodland Sessions, to be able to contact the key person booking Shining Cliff hostel or the Woodland Hut, and to make informed activity choices based on participants medical issues and food intolerances.

We may share this information with session leaders working in partnership with Shining Cliff Centre C.I.C.

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 [shiningcliffhostel@yahoo.com](mailto:shiningcliffhostel@yahoo.com)

(b) We have a legitimate interest. This data is required to ensure bookings at Shining Cliff hostel, the Woodland Hut and for Woodland sessions are viable, and so we can contact guests or attendees or next of kin to provide pre-visit information and as an emergency contact.

## **How we store your personal information**

Your information is securely stored at the business address.

We keep all booking data for 5 years. We will then dispose your information by deleting booking emails. Names of people booking the hostel, hut and sessions are kept on a spreadsheet to provide a record of usage, this information will be kept for 5 years after Shining Cliff Centre CIC has ceased trading.

Bookings made via Freetobook or Eventbrite are subject to the privacy policy of those companies.

## **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 [shiningcliffhostel@yahoo.com](mailto:shiningcliffhostel@yahoo.com) 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 [shiningcliffhostel@yahoo.com](mailto:shiningcliffhostel@yahoo.com). Shining Cliff Centre CIC has a Compliments and Complaints Policy that can be emailed on request.

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>