

PRIVACY STATEMENT

In Your Element and *TreeZone* provide amazing outdoor experiences across Scotland.

What information do we hold, when do we share it and how long do we keep it

We gather personal information from clients including their name, address, email address, payment details and mobile phone number during the enquiry stage of booking. The client's name and phone number will be included in our paper Booking Confirmation document is provided to our instructor for the duration of your activity. This will be destroyed following completion of the activity/hire. We have many repeat clients so we will retain your details for next time. If you do not wish us to retain your information please contact us to "be forgotten" and your information will be destroyed immediately .

We will hold your personal information in our secure, password controlled electronic systems, which are backed-up daily on remote servers. System access is restricted to relevant members of staff. It is necessary on occasion, to provide access to our IT support partners for the resolution of technical issues.

Our Acknowledgment of Risk form requires the names and addresses of all participants, including under 18's. These forms are stored securely and are destroyed after the retention period stipulated by our insurers.

We do not share any client personal information.

For employees we hold name, address, date of birth, phone numbers, bank details, emergency contact's name and address, and National Insurance numbers.

We will share employee personal information with HMRC and our Pension Scheme. We will hold this information for as long as legally required.

Where do we store your information

All of our systems used for the processing including storage of client and employee information are online secure systems, which are backed-up regularly by the package providers. All paper-based information is retained within the secure location, with limited access and is destroyed securely when appropriate.

Your Right To Access the Information

You have the right to access the personal information we hold about you. If it is incorrect we will correct it. You can also request for the information to be removed. If you do not wish us to retain your information please contact us to "be forgotten" and your information will be destroyed immediately.