



Privacy Statement

The Aberlemno Village Hall Committee and associated website is committed to protecting your privacy. In order to provide our services to you, we need to collect certain information from you. This Privacy Notice explains when and why we collect personal information about you as well as the types of personal data we may collect when you interact with us online or over the phone. It also explains how we'll look after your data and keep it safe. There's a lot to digest but we want you to be fully informed as to how we use your data.

We hope what's below covers everything, but if you have any questions at all, do please drop us a line using the 'contact us' tab in this website. It's likely that we'll need to update this Privacy Notice every now and again to make sure it's accurate. We'll let you know of any major changes, but the most up-to-date version will always be here for you to check.

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1. Explaining the legal bases we rely on

The GDPR law on data protection sets out several different reasons a company may collect and process your personal data, including:

Consent

In specific situations, we can collect and process your data with your consent - e.g. when you purchase something through this website. When collecting your personal data, we'll only ask for data that is necessary in connection with that service.

Contractual obligations

In some instances, we need your personal data to comply with our contractual obligations. For example, if you place an order with us, we need your address details to deliver your order and we also need to pass your details to a courier.

Legal compliance

We may be legally bound to collect and process your data. For example, if someone is involved in any criminal activity or fraud affecting the Aberlemno Village Hall, we need to pass details to law enforcement.



2. How we collect your personal data

There are several ways in which we may collect information about you:

When you purchase products online via our website or over the phone.

When you send us an email or fill in a website contact form.

When you enter a competition or prize draw or fill in a survey.

When you engage with us on social media.

3. The type of personal data we collect

The personal data we may collect includes your name, billing/delivery address, email address and telephone number. Please note that when you place an order, we do not hold your card details, it is collected by PayPal, our third-party payment processors who use secure online capture and processing methods.

4. How and why we use your personal data

When you engage with us, we want to give you the best possible experience. We use your data so we can fulfil our contractual obligations to you but also to keep you informed about the activities in Aberlemno via e mails if you have agreed to receive these.

If you choose not to share your personal data with us, or refuse certain contact permissions, we might not be able to provide services you've asked for.

Here are some ways that we'll use your personal data and why:

- To process any orders, you make on our website. If we don't collect your personal data during checkout, we won't be able to process and deliver your order and comply with our legal obligations e.g. your details are passed to a courier company so that your order can be delivered. We will keep your details for a reasonable period afterwards in order to fulfil any contractual obligation such as a refund or exchange.
- We need to be able to respond to your queries, complaints or process a refund so we need your contact information to respond. We will keep a record of your information including notes on how we communicated with you and what was discussed. We do this based on our contractual obligations to you, our legal obligations and our legitimate interests in providing you with excellent customer service.
- We keep your personal data to maintain, update and safeguard your account and to protect our business and your account from fraud or other illegal activities.
- When you place an order with us, your card details are collected by our third-party payment processors PayPal who use secure online capture and processing methods. This helps to protect you from fraud. We do this based on our contractual and legitimate business interests.
- To comply with our legal obligations, we will send you communications required by law or which are legally necessary e.g. significant updates to this Privacy Notice, product recall notices and legally required information relating to your orders. These messages are to inform you about changes to the service we provide you and will not include any promotional content and so do not require prior consent when sent by email.
- If you enter a competition or prize draw run by us we will use your information to contact you in the event of you winning based on your agreement to the terms and conditions of the competition at the time of entry.
- To comply with our contractual or legal obligations to share data with law enforcement.



5. Protection of your personal data

The security of your personal data is very important to us and we take a lot of care to handle and store it as best we can and in line with new legislation as we know it is important to you as well as us.

Here are some ways we secure your data:

- We use encrypted https links between our web server and your browser which means that all data passed between you and us cannot be intercepted.
- We do not store your card details ourselves, but instead utilise PayPal who are PCI compliant payment processing providers for all orders placed online and over the phone.
- We monitor and check our data security systems for possible vulnerabilities and attacks.

6. Length of time we keep your personal data

We only keep your data for as long as is necessary for the purpose it was collected. After that period, your data is deleted or anonymised and for example aggregated with other data to be used for business planning and analysis.

7. Who we need to share your personal data with and why

At times we need to share your personal data with trusted third parties e.g. delivery couriers and PayPal. We only provide what they need, and they cannot use your data for anything other than the purposes that they have your data for.

We want your experience of ordering through us to be as smooth as possible. We use the following companies who will process your personal data as part of their contracts or terms and conditions with us:

PayPal - our payment provider - <https://www.paypal.com/en/webapps/mpp/ua/privacy-full>

DPD - our courier for our national home delivery service - <https://www.dpdlocal-online.co.uk/content/privacy-policy>

Parcel Force Worldwide – our courier service for outside EU countries and Scottish Highlands & Islands - <https://www.parcelforce.com/privacy>

Royal Mail – our resource for sending small UK and overseas parcels - <https://www.royalmail.com/privacy-notice>

World Option – our courier for sending overseas parcels <http://uk.worldoptions.com/privacy-policy>

Please note the above suppliers are non-exhaustive and may change from time to time, but we will endeavour to keep the list above accurate and as up-to-date as possible.

Sharing your data with third parties for their own purposes:

We will never sell or trade your contact details with any third parties.

There are some instances where we may have to share your information based on our legal obligations, for instance:

If the police/government ask us to disclose information we may be required to share your personal data with them, however we would assess this sort of request very carefully.

For fraud management, we may share information about fraudulent or potentially fraudulent activity in our premises or systems. This may include sharing data about individuals with law enforcement bodies.



Your rights over your personal data

You have a choice as to whether you receive e mails from us and you can withdraw your consent for this at any time.

How can you stop the use of your personal data for us to contact you?

Contact us through the www.Aberlemno.org website

E mail us directly at aberlemno1@yahoo.com

Requesting access and making changes to your personal data

You also have the right to access and rectify mistakes in the data we hold about you at any time by contacting us as above.

Legitimate Business Interests

In cases where we are processing your personal data based on our legitimate interest, you can ask us to stop for reasons connected to your individual situation. We must then do so unless we believe we have a legitimate overriding reason to continue processing your personal data.

9. Questions?

We hope this Privacy Notice has been helpful in setting out the way we handle your personal data and your rights to control it.

Cookies

Cookies are tiny text files stored on your computer when you visit certain web pages. At www.Aberlemno.org we only use cookies to remember essential information for the shopping cart to function correctly, for example the contents and cart reference. The cookies we use do not store any personally identifiable information and cannot harm your computer.

