

# Hetty's History Walks: Edinburgh Uncovered

## Privacy Policy

**I take the privacy of your information seriously and adhere to the UK General Data Protection Regulation (UK GDPR) guidelines.**

Under the UK GDPR I am allowed to collect your personal information using the *lawful basis of contractual obligation*. This means that to provide you with a service, I require a certain amount of information about you (and any others in your group). Information such as: names, contact details, travel dates and accommodation, mobility, interests, etc. I use this information to get in touch regarding your requirements, ask for payment, request feedback, and provide a service that matches your expectations. It is also used to ensure that I provide you with the best possible service as smoothly and as efficiently as possible.

When necessary, I may share your information with other businesses to fulfil your requests from my service. This might be private drivers, visitor attractions, tour operators, restaurants, etc where I am organising their services on your behalf. On occasion I may also receive your personal data indirectly, from local businesses or national/international tour operators, requesting my services on your behalf.

Your information may be stored in the following ways:

- Via a third-party service provider (email account and online payment processor) which are password protected and only accessible by myself.
- On documents within a password protected folder on my home PC.

All electronic devices used to access and/or store your data are protected with passwords as well as up-to-date firewalls and anti-virus software. Documents are only printed out when necessary and are shredded responsibly as soon as possible, unless it has been necessary to hand them to a third-party to fulfil my services.

I keep the information you have given me (or has been given to me by someone on your behalf) for a maximum of one year after the date of our last contact. After this time two things happen:

- Some information is anonymised into statistical data so that I can track my business performance.
- Your personal information is disposed of by deleting all electronic files/documents/emails, etc, completely i.e. including from the 'recycle bin' and any back-up storage. The only exception to this is data required by UK financial regulations for business accountancy.

Under data protection law, you also have rights including; *Your Right of Access* (you have the right to ask us for copies of your personal information) and *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.

**If you have any questions, please contact me on [hetty@hettyshistorywalks.co.uk](mailto:hetty@hettyshistorywalks.co.uk)**

**For more about the UK GDPR, your rights, and how to make a complaint, contact:**

*Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.*

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>