



Orkney Blide Trust Privacy Policy – For Customers of Eclectic Catering and OBT Gardening Services

Orkney Blide Trust respects your right to privacy when using our services. Here you will find details of our privacy practices and what we do to maintain your right to privacy.

What information do we hold about you?

If you supplied the following information when you enquired about our catering or gardening services we hold a record of your:

- Name
- Address and telephone numbers including mobile numbers
- Email address
- Address for where the catering order or gardening work was to be delivered or carried out
- Details of any allergens in relation to food.

Why do we need this information?

Overall, we need your personal data to help us identify customers who we are providing a service to. If you are representing a business or other organisation you do not need to give your personal data, orders can be taken using the business name and contact details.

We need a way of recording orders and enquiries so that we can manage them and invoice correctly.

How do we look after your information?

The information is held on Smartsheet Inc. software to process enquiries and orders. Your personal data will be stored in the USA. Smartsheet Inc. has self-certified under the EU - U.S. Privacy Shield, therefore your data is protected in terms of the General Data Protection Regulations. More information on Smartsheet's policy can be found by using the link: <https://www.smartsheet.com/legal/privacy> . Orkney Blide Trust has signed a Data Processing Agreement with Smartsheet Incorporated.

The principles of the General Data Protection Regulation (GDPR) require us to make sure your data is accurate, kept up to date and that we keep it for no longer than is necessary.

To meet these requirements:

- We will update your data or remove it from our database and destroy any paper files at your request.



- We may need to retain invoice information including the above personal information for 6 years (from the end of the financial year the invoice was issued).
- If your enquiry did not result in an order being placed and an invoice being issued we will delete your information on request or in any case 3 months after the date your enquiry was recorded.

How do we use the information we collect?

We process your information to allow us to provide a personalised service to meet your needs and for accounting purposes e.g. issuing invoices

Your Rights

Under the General Data Protection Regulations, from 25th May 2018, there are a number of new rights relating to Data Protection as follows:

- **The right to be informed**
- **The right of access**
- **The right to rectification**
- **The right to erasure**
- **The right to restrict processing**
- **The right to data portability**
- **The right to object**
- **Rights in relation to automated decision making and profiling**

To find out what these mean we suggest you look at the Information Commissioner's website at ico.org.uk.

Access to your information, changes and complaints

To request a copy of the information we hold about you, to correct any information that is inaccurate, to unsubscribe, or withdraw your consent, you can contact us at:

Service Director
Orkney Blide Trust
54 Victoria Street
Kirkwall
KW15 1DN

Tel: 01856 874 874
Email: admin@blidetrust.org