

**Scotland + Venice**

**Website Privacy Notice**

**Introduction**

We are committed to safeguarding the privacy of the Scotland + Venice website visitors. In this Privacy Notice we explain how we will handle and use your personal information.

To help clarify some of the wording, a ‘Definitions’ Section is located at the bottom of this Privacy Notice.

For the purposes of Data Protection Laws, we will be the controller of your personal information and will comply with the Data Protection Laws when handling and using your personal information.

**What personal information do we collect about you?**

We may collect, store and use the following kinds of personal information about you:

* Information about your computer and about your visits to and use of this website including your IP address, browser type and version, operating system, referral source, length of visit, page views and how you navigate the website
* Information that you provide to us including your name and email address when you register to receive email communications and event information regarding Scotland + Venice
* Information that you provide to us when using the above services on the Scotland + Venice website, or that is generated in the course of the use of those services including the timing, frequency and pattern of service use
* Information contained in or relating to any communication that you send to us or send through the Scotland + Venice website including the communication content and metadata associated with the communication

**What do we use your personal information for?**

We will use the personal information that you provide to us through the Scotland + Venice website to:

* Administer the website
* Personalise your experience of using the website
* Allow you to use the services available on the website
* Send you email notifications that you have specifically requested
* Send you communications and information, if you have requested it (you can unsubscribe at any time)
* Deal with enquiries and complaints made by you
* Keep the website secure and prevent fraud

**Who do we share your personal information with?**

We will not share your personal information with any third parties, except as set out below.

We may share your personal information with our partners, insurers, professional advisers, agents, suppliers or subcontractors if we need to for any of the above purposes.

We may also share your personal information:

* Where the law requires us to;
* For any court proceedings in which we are involved;
* To protect our legal rights; and
* For the purposes of fraud prevention.

**What about IP Addresses and Cookies?**

This site uses cookies in relation to Google Analytics. If you would like to opt out at any time please [visit this page for information.](https://tools.google.com/dlpage/gaoptout?sim=lvforh3rab9cf984tt8ssh9qc4)

**What is our legal basis for handling and using your personal information?**

Data Protection Laws require us to have a legal reason for handling and using your personal information.

If you are 12 years of age and above, by providing any personal information to us when communicating through the website services e.g. registering to receive Scotland + Venice information and accepting cookies, you give your consent for us to handle and use your personal information for the above purposes. Your consent will be our legal reason for the purposes of complying with the Data Protection Laws.

If you are under the age of 12 years, you will need ask your parent(s) or guardian(s) to register and / or communicate through the Scotland + Venice website on your behalf or for them to provide Creative Scotland with their consent for you to communicate with us through the Scotland + Venice website.

If you provide us with personal information relating to a person of 12 years of age and above, you confirm that you have informed them of our identity, the content of this Privacy Notice and that they have provided their consent to their personal information being handled and used by us for the above purposes.

If the other person whose personal information you provide to us is below 12 years of age, we will require verifiable parental consent before we will handle and use such personal information about that person.

In both of these circumstances, that person's consent or parental consent, as the case may be, will be our legal reason for the purposes of complying with the Data Protection Laws.

**How long will we keep your personal information?**

We will keep mailing list personal information for as long as you wish to continue to receive information from us. If you no longer wish to receive information from us you can unsubscribe from communications at any time.

We hope you continue to enjoy receiving the information we send you. However, if you have not accessed any of our emails for a period of one year, we will remove your details from the Scotland + Venice mailing list.

We will keep enquiry communications (received via email(s) and/or online contact form) containing personal information:

* Where the law requires us to and in line with our retention arrangements;
* If the personal information is relevant to any court proceedings in which we are involved;
* To protect our legal rights; and
* For the purposes of fraud and credit risk prevention.

**Do we send your personal information outside the European Economic Area?**

We will comply with Data Protection Laws if handling and using your personal information in accordance with this Privacy Notice requires us to transfer your personal information to organisations in countries outside the European Economic Area.

**How will we keep your personal information secure?**

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information and will store your personal information on secure servers.

Please be aware that sending information over the internet is inherently insecure, and we cannot guarantee the security of your personal information if you send it to us over the internet.

**What rights do you have in relation to the personal information that we handle and use about you?**

You have the right to:

* Receive transparent information e.g. this Privacy Notice
* Access personal information – you have the right to request access to personal information held about you and can do this by contacting our Data Protection Officer (contact details are provided below)
* Erase personal information – you can either request that your personal information be removed or you can unsubscribe from communications
* Rectify inaccurate or incomplete personal information – you can request your information to be updated
* Restrict personal information while, for example, a request for rectification of inaccurate or incomplete personal information is being reviewed by us
* Object to our handling and using of your personal information in defined circumstances

**What about links to third party websites?**

The Scotland + Venice website includes hyperlinks to, and details of, third party websites.

We have no control over, and are not responsible for, the privacy policies and practices of such third parties.

**Changes to this Privacy Notice**

Any changes we may make to this Privacy Notice in the future will be posted on this page and, where appropriate, notified to you by e-mail.

**Making a complaint**

If you have any concerns with how we have handled and used your personal information, you should contact our Data Protection Officer in the first instance, as we would welcome the opportunity to work with you to resolve any complaint.

The contact details for our Data Protection Officer are as follows:

Vickie Ambrose

Data Protection Officer

Creative Scotland

2-4 Waterloo Place

Edinburgh

EH1 3EG

Telephone: 0131 523 0080

Email: [vickieambrose@creativescotland.com](mailto:vickieambrose@creativescotland.com)

If you are still dissatisfied, you can submit a complaint to the Information Commissioners Office (ICO) either by telephone or by completing an online form. The ICO’s contact details are as follows:

Telephone: 0303 123 1113

Website link: <https://ico.org.uk/concerns/>

**Definitions:**

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| We, Us, Our | Creative Scotland |
| You, Your, Yourself | means the living individual who the personal information is about |
| Access to Information Laws | includes the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004 and any legislation supplementary thereto introduced in Scotland |
| Data Protection Laws | includes the Privacy and Electronic Communications (EC Directive) Regulations 2003; any legislation implementing the Privacy and Electronic Communications Directive 2002/58/EC of 12 July 2002; the General Data Protection Regulation (EU) 2016/679 of 27 April 2016 (GDPR); and any legislation supplementary to the GDPR introduced in the United Kingdom, including the Data Protection Act 2018 |
| Controller | determines how and why personal information is handled and used |
| European Economic Area | means the Member States of the European Union, Iceland, Norway and Lichtenstein |
| Personal Information | means information relating to a living individual who can be identified |
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