

Edinburgh Festival Voluntary Guides Association

Privacy Statement

This document explains how we deal with our members' personal information, as required by the General Data Protection Regulation 2018. The statement applies to all guides (active and honorary) who are members of the Association.

WHAT PERSONAL INFORMATION DO WE COLLECT?

We collect and store the following information:

- Your contact details, in particular your name, address, phone numbers (mobile and landline) and email address.
- Your status as a guide (active or honorary).
- Your availability to lead tours during a forthcoming or current festival guiding season, along with a note of any special requirements or requests you may have regarding your tours.
- The tours which you have been assigned to lead during a forthcoming or current festival guiding season.

The last two of the above items apply to active guides only.

HOW DO WE COLLECT THIS PERSONAL INFORMATION?

We obtain your contact details directly from you. We ask you to provide this information when you qualify as a guide and join the Association. We ask you to let us know of any subsequent changes.

We obtain the details of your availability to lead tours by means of a rota form which all active guides are asked to fill in once a year. Information regarding the tours to which you have been assigned is generated internally.

HOW DO WE USE YOUR PERSONAL INFORMATION?

We use your personal information for the management and administration of the Association, and to communicate with you regarding the Association's tours and other activities.

WHO DO WE SHARE YOUR PERSONAL INFORMATION WITH?

Your information is only used internally, and is never disclosed outside the Association except with your explicit consent or where required by law.

HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION?

We keep your personal information for as long as you remain a member (active or honorary) of the Association. When you cease to be a member, we will continue to hold the information for up to twelve weeks (unless required by law to hold it longer), after which it will be deleted.

HOW YOUR INFORMATION CAN BE UPDATED, CORRECTED OR DELETED

We ask you to inform the Association of any changes to your contact details or availability to lead tours.

You may at any time ask to view the information we are holding for you. There may be exceptional circumstances where we cannot comply with this request, such as where the information contains references to other individuals or for legal reasons. Otherwise we will usually comply with your request within 14 days.

If the information we are holding for you contains errors, you may request that these be corrected. We will usually comply with such requests within 14 days.

We are not able to completely delete all the information that we holding for you while you remain a member (active or honorary) of the Association, as this would prevent us from communicating with you regarding our tours and other activities.

Please address all requests to view, change or correct your information to info@edinburghfestivalguides.org.

HOW DO WE STORE YOUR PERSONAL INFORMATION?

Your information is stored in a computer which is located in the home of a committee member and to which only that committee member normally has access. The information is accessed through bespoke stand-alone software on a local basis (not via the internet or other network).

Certain committee members might also store your contact details in order to communicate with you. This information may be stored on the relevant committee member's computer or on paper.

AVAILABILITY AND CHANGES TO THIS POLICY

This policy may change from time to time. If we make any material changes we will notify members by means of a suitable circular or newsletter item.

HOW TO CONTACT US

If you have any queries about this statement, need it in an alternative format, or have any complaints about our privacy practices, please contact info@edinburghfestivalguides.org.

Statement issued: 25/5/18