

Privacy Policy

Thank you for your interest in Scotland's Canyons, our services and our website www.scotlandscanyons.com. Data protection is of a particularly high priority for us and in this Privacy Policy would like to inform you about the handling of your personal data when using our website.

At Scotland's Canyons, the processing of your personal data, such as the name, address, e-mail address, or telephone number will always be in line with the General Data Protection Regulation (GDPR), and the UK's Data Protection Act 2018 (DPA).

As the controller of the personal data you provide us with, Scotland's Canyons has implemented numerous technical and organisational measures to ensure the most complete protection of personal data processed through this website. Nevertheless, Internet-based data transmissions can always be subject to security vulnerabilities, so that absolute protection cannot be guaranteed. For this reason, every data subject is free to transmit personal data to us by alternative means, for example by telephone.

The use of Scotland's Canyons website is possible without any indication of personal data. However, if a you wants to use our services, processing of personal data could become necessary. If processing of personal data is necessary and if there is no legal basis for such processing, we will generally obtain the consent of the data subject.

Name and details of the data controller

The controller within the meaning of the GDPR, and the DPA is:

Scotland's Canyons
(Sole Trader)

Tel.: 07868367180

E-mail: info@scotlandscanyons.com

Website: www.scotlandscanyons.com

Rights of users and persons concerned and the legal bases of processing

With regard to the data processing described in more detail below, users and data subjects have the right to

- to confirmation as to whether data relating to them is being processed,
- to information about the data processed, to further information about the data processing and to copies of the data;
- to correction or completion of incorrect or incomplete data;
- to immediate erasure of the data concerning them;
- to receive the data concerning them and provided by them and to transfer this data to other providers/controllers;
- to lodge a complaint with the supervisory authority if they are of the opinion that the data concerning them is being processed by the provider in breach of data protection provisions.

In addition, the provider is obliged to inform all recipients to whom data has been disclosed by the provider of any correction or deletion of data or restriction of processing that takes place. However, this obligation does not apply if such notification is impossible or involves a disproportionate effort. Notwithstanding this, the user has a right to information about these recipients.

Likewise, users and data subjects have the right to object to the future processing of data concerning them, insofar as the data is processed by the provider. In particular, an objection to data processing for the purpose of direct advertising is permissible.

The above rights may be limited in some circumstances, for example, if fulfilling your request would reveal personal information about another person, if you ask us to delete information which we are required to have by law, or if we have compelling legitimate interests to keep it. We will let you know if that is the case and will then only use your information for these purposes. You may also be unable to continue using our services if you want us to stop processing your personal information.

We encourage you to get in touch if you have any concerns with how we collect or use your personal information.

The legal bases for processing are listed below and at least one of these must apply whenever we process personal data:

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- Consent: the individual has given clear consent to process personal data for a specific purpose.
- Contract: the processing is necessary for a contract or because you have asked us to take specific steps before entering into a contract.
- Legal obligation: the processing is necessary for us to comply with the law (not including contractual obligations).
- Vital interests: the processing is necessary to protect someone's life.
- Public task: the processing is necessary for us to perform a task in the public interest or for official functions, and the task or function has a clear basis in law.
- Legitimate interests: the processing is necessary for our legitimate interests or the legitimate interests of a third party, unless there is a good reason to protect your personal data which overrides those legitimate interests.

Collection of data and information when browsing our website

The website of Scotland's Canyons collects a series of general data and information each time a data subject or automated system calls up www.scotlandscanyons.com. This general data and information is stored in the log files of the server. The following data may be collected:

- the browser types and versions used,
- the operating system used by the accessing system,
- the website from which an accessing system accesses our website (so-called referrer),
- the sub-websites which are accessed via an accessing system on our website,
- the date and time of an access to the website,
- an Internet protocol address (IP address),
- the Internet service provider of the accessing system and
- other similar data and information that serve to avert danger in the event of attacks on our information technology systems.

When using these general data and information, Scotland's Canyons does not draw any conclusions about the data subject. Rather, this information is needed:

- to deliver the contents of our website correctly,
- to optimise the contents of our website and the advertising for these,
- to ensure the long-term operability of our information technology systems and the technology of our website, and to provide law enforcement authorities with the information necessary for prosecution in the event of a cyber attack.

Therefore, Scotland's Canyons analyses anonymously collected data and information, with the aim of increasing the data protection and data security of our website and services, so that we can ultimately ensure an optimal level of protection for the personal data we process. The anonymous data of the server log files are stored separately from any personal data provided by a data subject.

Cookies

Our website uses cookies. Cookies are text files that are stored on the user's terminal device. When a user calls up a website, a cookie may be stored on the user's operating system. Some functions of our website cannot be offered without the use of cookies. For this purpose, it is necessary that the browser is recognised even after a page change. The user data is collected through technically necessary cookies only and are not used to create user profiles.

Our promise to you is that we don't use cookies to collect personally identifiable information about you. For more general details on Cookies, please visit www.allaboutcookies.org.

Contacting us

On the basis of statutory permissions, www.scotlandscanyons.com contains features that enable electronic contact, thus a quick electronic contact (contact form), as well as direct communication with us, the so-called electronic mail (e-mail address).

If you contact us by e-mail or by using our contact form, the personal data transmitted by you will be stored automatically. You transmit this data voluntarily to us and we will store this data for the purposes of processing your request or contacting you. No disclosure of such personal data to third parties will take place.

If you contact us per phone, your enquiry including all personal data resulting from it will be stored and processed by us for the purpose of processing your request. We do not pass on this data without your consent.

We also offer visitors to our web site the possibility to contact us via the messaging service WhatsApp of WhatsApp Ireland Limited, 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland. For this purpose, we use the so-called "business version" of WhatsApp.

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If you contact us via WhatsApp on the occasion of a specific transaction, we store and use the mobile phone number you use on WhatsApp and - if provided - your first and last name in accordance with the provision of a contractual or pre-contractual measure to process and respond to your request. On the basis of the same legal basis, we may ask you to provide further data via WhatsApp in order to be able to assign your request to a specific process.

If you use our WhatsApp contact for general enquiries (such as about our range of services, availability or our website), we will store and use the mobile phone number you used on WhatsApp and - if provided - your first name and surname in accordance with our legitimate interest in providing the requested information efficiently and promptly.

Your data will only ever be used to respond to your request via WhatsApp. It will not be passed on to third parties.

For the purpose and scope of the data collection and the further processing and use of the data by WhatsApp, as well as your rights in this regard and setting options for protecting your privacy, please refer to the privacy policy of WhatsApp: <https://www.whatsapp.com/legal/?eca=1#privacy-policy>.

Ordering an Adventure Pass or a Gift Voucher

In order to establish or implement the contractual relationship with our customers, it is regularly necessary to process the personal master, contract, and payment data provided to us. We also process customer and prospect data for evaluation and marketing purposes. This processing is carried out on the legal basis of our legitimate interest and serves our interest in further developing our offer and informing you specifically about our offers. Further data processing may take place if you have consented or if this serves the fulfilment of a legal obligation.

We process this data to fulfil our contractual obligations, to secure our rights and for the purposes of the administrative tasks associated with this information as well as for business organisation. We only disclose the data of the contractual partners to third parties within the scope of the applicable law to the extent that this is necessary for the aforementioned purposes or for the fulfilment of legal obligations or with the consent of the contractual partners (e.g., to participating telecommunications, transport, and other auxiliary services as well as subcontractors, banks, tax and legal advisers, payment service providers or tax authorities).

In order to fulfil the contract, we pass on your data to the company commissioned with the payment, insofar as this is necessary for the payment of our services for example if you are purchasing an Adventure pass or a Gift Voucher online. Doing so, we pass on the payment data collected for this purpose to GiftUp by Koan Adventures Ltd, The Growth Hub, Stroud Road, Cirencester, GL7 6JR United Kingdom (<https://help.giftup.com/article/40-privacy-policy>) and, if applicable, to payment service providers commissioned by us or to the selected payment service provider. In some cases, the selected payment service providers also collect this data themselves. In this case, the privacy policy of the respective payment service provider applies. The legal basis for the data processing is contract.

When you send a data subject access request

The legal basis for the processing of your personal data in the context of handling your data subject access request is our legal obligation and the legal basis for the subsequent documentation of the data subject access request is both our legitimate interest and our legal obligation.

The purpose of processing your personal data in the context of processing data when you send a data subject access request is to respond to your request. The subsequent documentation of the data subject access request serves to fulfil the legally required accountability.

Your personal data will be deleted as soon as they are no longer required to achieve the purpose for which they were collected. In the case of the processing of a data subject access request, this is three years after the end of the respective process.

You have the possibility at any time to object to the processing of your personal data in the context of the processing of a data subject access request for the future. In this case, however, we will not be able to further process your request. The documentation of the legally compliant processing of the respective data subject access request is mandatory. Consequently, there is no possibility for you to object.

Legal defence and enforcement of our rights

The legal basis for the processing of your personal data in the context of legal defence and enforcement of our rights is our legitimate interest.

The purpose of processing your personal data in the context of legal defence and enforcement of our rights is the defence against unjustified claims and the legal enforcement and assertion of claims and rights. Your personal data will be deleted as soon as they are no longer necessary to achieve the purpose for which they were collected.

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The processing of your personal data in the context of legal defence and enforcement is mandatory for legal defence and enforcement of our rights. Consequently, there is no possibility for you to object.

Disclosure of personal data to third parties and processors

As a matter of principle, we do not pass on any data to third parties without your consent. If this should nevertheless be the case, then the transfer takes place on the basis of the previously mentioned legal grounds, e.g. in the case of the transfer of data to payment providers for the fulfilment of contracts or due to a court order or because of a legal obligation to hand over the data for the purpose of criminal prosecution, to avert danger or to enforce intellectual property rights. We also use processors (external service providers, e.g. for web hosting of our websites and databases) to process your data. If data is passed on to the processors as part of a contract processing agreement. In doing so, we carefully select our processors, regularly monitor them and have been granted a right to issue instructions regarding the data. In addition, the processors must have taken appropriate technical and organisational measures and comply with the data protection regulations according to the GDPR and the DPA.

Note on data transfer to the USA

Among other things, tools from companies based in the USA are integrated on our platform. If these tools are active, your personal data may be transferred to the US servers of the respective companies. We would like to point out that the USA is not a safe third country in the sense of data protection law. US companies are obliged to hand over personal data to security authorities without you as a data subject being able to take legal action against this. It can therefore not be ruled out that US authorities (e.g. intelligence services) process, evaluate and permanently store your data located on US servers for monitoring purposes. We have no influence on these processing activities.

Google Maps

We have integrated maps from "Google Maps" on our website. This allows us to display the location of addresses and directions directly on our website in interactive maps and enables you to use this tool. When you call up our website where Google Maps is integrated, a connection is established to Google's servers in the USA. In this process, your IP and location may be transmitted to Google. In addition, Google receives the information that you have called up the corresponding page. This also takes place without a user account with Google. If you are logged into your Google account, Google can assign the above data to your account. If you do not wish this, you must log out of your Google account. Google creates user profiles from such data and uses this data for the purposes of advertising, market research or optimisation of its websites. You have the right to object to Google creating user profiles. For this reason, please contact Google directly via the privacy policy mentioned below. You can make an opt-out objection regarding advertising cookies here in your Google account:

<https://adssettings.google.com/authenticated>. In the terms of use of Google Maps at <https://cloud.google.com/maps-platform/terms> and in the privacy policy for advertising of Google at <https://policies.google.com/technologies/ads> you can find more information about the use of Google cookies and their advertising technologies, storage period, anonymisation, location data, how they work and your rights.

Deletion of data and archiving obligations

The data we process will be deleted or its processing restricted in accordance with the DPA and the GDPR. Unless expressly stated within the scope of this privacy policy, the data stored by us will be deleted as soon as it is no longer required for its intended purpose and the deletion does not conflict with any statutory retention obligations. If the data is not deleted because it is required for other and legally permissible purposes, its processing will be restricted. I.e. the data is blocked and not processed for other purposes. This applies, for example, to data that must be retained for reasons of commercial or tax law.

Security of data processing

We take appropriate technical and organisational measures in accordance with the DPA and the GDPR, taking into account the state of the art, the costs of implementation and the nature, scope, circumstances and purposes of the processing, as well as the varying likelihood and severity of the risk to the rights and freedoms of natural persons, in order to ensure a level of protection appropriate to the risk; the measures include, in particular, safeguarding the confidentiality, integrity and availability of data by controlling physical access to the data, as well as access to, entry into, disclosure of, assurance of availability of, and separation of, the data relating to them. We also have procedures in place to ensure the exercise of data subjects' rights, deletion of data and response to data compromise. Furthermore, we already take the protection of personal data into account during the development or selection of hardware and software as well as procedures in accordance with the principle of data protection through technology design and through data protection-friendly default settings.

Security measures include in particular the encrypted transmission of data between your browser and our servers or the encryption of your passwords in the database.

Disclosure and transmission of data

If, in the course of our processing, we disclose data to other persons and companies as highlighted above (processors or third parties), transmit it to them or otherwise grant them access to the data, this will only be done

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on the basis of a legal permission (e.g. if a transmission of the data to third parties, such as to payment service providers, is necessary for the performance of the contract pursuant to Art. 6 (1) lit. b GDPR), you have consented, a legal obligation provides for this or on the basis of our legitimate interests (e.g. when using agents, hosting providers, etc.). If we commission third parties with the processing of data on the basis of a so-called order processing agreement, this is done on the basis of Art. 28 GDPR.

Obligation to retain documents

The criterion for the duration of the storage of personal data is the respective statutory retention period. After expiry of the period, the corresponding data is routinely deleted, provided that it is no longer required for the fulfilment of the contract or the initiation of the contract.

We are also obliged by law to retain certain documents for auditing and verification purposes. This mainly concerns information in connection with the purchase of products, but may also concern, for example, messages from you if you assert claims against us. We therefore process the personal data contained in these documents in order to fulfil this retention obligation (Art. 6 para. 1 lit. c) GDPR).

When do we disclose your Personal Data?

We may share your information with organisations that help us provide the services described in this policy and who may process such data on our behalf and in accordance with this policy, to support our online offer and our services. If you wish to learn more about how the relevant provider process your personal data, please follow the link embedded in the above mentioned providers name.

Typically and unless otherwise stated in this policy, data may be shared on the basis of our contractual and pre-contractual obligations, in accordance with Art. 6 para. 1 lit. b) GDPR. Equally, if you have consented to it, or where there we have a legal obligation to do so or on the basis of our legitimate interests (e.g. when using agents, hosting providers, tax, business and legal advisors, customer care, accounting, billing and similar services that allow us to perform our contractual obligations, administrative tasks and duties efficiently and effectively). If we commission third parties to process data on the basis of a so-called "processing agreement", this is done on the basis of Art. 28 GDPR.

In relation to meta data obtained about you, we may share a cookie identifier and IP data with analytic service providers to assist us in the improvement and optimisation of our website which is subject to our Cookies Policy.

We may also disclose information in other circumstances such as when you agree to it or if the law, a Court order, a legal obligation or regulatory authority ask us to. If the purpose is the prevention of fraud or crime or if it is necessary to protect and defend our right, property or personal safety of our staff, the website and its users.

Transfers to third countries

If we process data in a third country (i.e. outside the European Union (EU) or the European Economic Area (EEA)) or if this is done in the context of using third-party services or disclosing or transferring data to third parties, this is only done if it is done in order to fulfil our (pre-)contractual obligations, on the basis of your consent, due to a legal obligation or on the basis of our legitimate interests. Subject to legal or contractual permissions, we will only process or have data processed in a third country if the special requirements of Art. 44 et seq. GDPR are met. This means, for example, that the processing is carried out on the basis of special guarantees, such as the officially recognised determination of a level of data protection corresponding to that of the EU or compliance with officially recognised special contractual obligations.

Economic analyses and market research

For business reasons and in order to be able to recognise market trends, wishes of contractual partners and users, we analyse the data we have on business transactions, contracts, enquiries, etc., whereby the group of persons concerned may include contractual partners, interested parties, customers, visitors and users of our online offer.

The analyses are carried out for the purpose of business evaluations, marketing and market research (e.g. to determine customer groups with different characteristics). In doing so, we may, if available, take into account the profiles of registered users together with their details, e.g. regarding services used. The analyses serve us alone and are not disclosed externally, unless they are anonymous analyses with summarised, i.e. anonymised values. Furthermore, we take the privacy of users into consideration and process the data for analysis purposes as pseudonymously as possible and, if feasible, anonymously (e.g. as summarised data).

Children Data

Our website is not intended for children and we do not knowingly collect data relating to children. If you become aware that your Child has provided us with Personal Data, without parental consent, please contact us and we take the necessary steps to remove that information from our server.

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Accuracy

It is important that the data we hold about you is accurate and current, therefore please keep us informed of any changes to your personal data.

Security measures

For security reasons and to protect the transmission of content, that you send to us, this site uses SSL or TLS encryption. You can recognise an encrypted connection by the fact that the address line of the browser changes from "http://" to "https://" and by the lock symbol in your browser line. If SSL or TLS encryption is activated, the data you transmit to us cannot be read by third parties.

Obligation to provide personal data

You are not obliged to provide us with personal data. However, depending on the individual case, the provision of certain personal data may be necessary for the provision of the above services. If you do not provide us with this personal data, we may not be able to provide the service.

Do Not Sell My Personal Information

We do not sell information that directly identifies you, like your name, address or phone records.

Hosting

The services for hosting and displaying the website are partly provided by our service provider as part of processing on our behalf. Unless otherwise explained in this privacy policy, all access data and all data collected in forms provided for this purpose on this website are processed on their servers. If you have any questions about our service providers and the basis of our relationship with them, please contact us.

Changes and updates to the privacy policy

We kindly ask you to regularly inform yourself about the content of our privacy policy. We will amend the privacy policy as soon as changes to the data processing activities we carry out make this necessary. We will inform you as soon as the changes require an act of cooperation on your part (e.g. consent) or other individual notification.

Queries and Complaints

Any comments or queries on this policy should be directed to us. If you believe that we have not complied with this policy or acted otherwise than in accordance with data protection law, then you should notify us.