

The MacDougall of Dunollie Preservation Trust



Privacy and Cookies Policy

Who are we?

We are The MacDougall of Dunollie Preservation Trust (DPT), a Scottish company limited by guarantee with registered number SC184105 and having its registered office address at North Wing, Dunollie House, Oban, Argyll, Scotland PH34 5TT. We are also a registered Scottish charity with charity number SC028091

Purpose of the Data Protection Notice

DPT is committed to protecting your personal data and your privacy. This Data Protection Notice sets out the basis on which any personal data that you provide to us or that we obtain from a third party will be processed by us. Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

Before we process your personal data, we are obliged to inform you of who we are, why we need to process your personal data, what we will do with your personal data and with whom we may share your personal data.

It is important that you read this Data Protection Notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. Any other privacy notice or fair processing notice will supplement (not override) this Data Protection Notice. This Data Protection Notice was last updated on 7 December 2021.

Contact us

If you have any questions about this privacy notice or our data protection policies generally, please contact us:

By post:	MacDougall of Dunollie Preservation Trust, North Wing, Dunollie House, Oban, PA34 4TT
By email:	info@dunollie.org
By phone:	01631 570 550
Online:	Contact Us dunollie

To whom does this Privacy Policy apply?

This policy applies to our customers, our business contacts, our staff team, our trustees, our volunteers and our community partners and users.

What personal data do we collect and process?

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

- Identity Data includes first name, last name, username or similar online identifier, marital status, title, date of birth and gender.
- Contact Data includes home or business address, billing address, email address (personal or business) and telephone numbers.
- Marketing and Communications Data includes your preferences in receiving marketing from us and your communication preferences.
- We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity.

What we do with the information we gather?

We require this information to communicate with you in order to provide you with information relating to the charitable activities of the MacDougall of Dunollie Preservation Trust including conservation of its heritage assets as well as opportunities for learning, skills development, volunteering and participation at Dunollie Museum Castle & Grounds.

- We will mostly use this information to communicate with you in relation to activities which you are or have been involved in.
- We may also use the information for internal monitoring and recording to inform the future development of DPT and its operations.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes.
- Finally, we may use the information to customise our website according to your interests.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes

- if you have previously agreed to us using your personal information, you may change your mind at any time by writing to or emailing us at info@dunollie.org.

You may request details of personal information which we hold about you under General Data Protection Regulations (GDPR).

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

How is your personal data obtained?

We use different methods to collect data from and about you including:

Direct interactions. You may give us your Identity, Contact, Financial, Employment and Transaction Data through any number of direct interactions, such as when you correspond with us by post, phone, email, social media or otherwise, when you negotiate and/or enter into a contract with us, or when you enter into discussions with us. This includes personal data you provide when you:

- Enquiries made about our services
- Booking/Purchasing a ticket to enter Dunollie Museum, Castle & Grounds
- Making a purchase from the Draper's Shop Online
- Applications for a Job, Volunteer or Trustee position
- Business cards provided by you
- Signing up as a member of our Worldwide Clan Supporters Scheme
- Applying to be a member of the MacDougall of Dunollie Preservation Trust
- Providing a donation
- Completing a Gift Aid declaration
- Registering for one of our events, classes or workshops

Third parties or publicly available sources. We may receive or obtain personal data about you from various third parties as set out:

- Identity and Contact Data from social media providers (such as Twitter or LinkedIn).
- Identity and Contact Data from publicly available sources such as Companies House and the Electoral Register.
- Identity and Contact Data from your organisation or as a referral from another person or organisation.
- Identity, Contact, Employment and Transaction Data from third party references or from professional advisors.

Accuracy of your data

It is important that the personal data we hold about you is accurate and up to date. Please keep us informed if your personal data changes during your relationship with us.

How long do we retain your personal data?

We will not retain your personal data for longer than is necessary for the purposes for which the personal data is processed. This means that your data will only be retained for as long as it is still required to provide you with services or is necessary for legal reasons.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and the Information Commissioner's Office of a breach where we are legally required to do so.

How do we use Cookies?

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We may use traffic log cookies to identify which pages are being used. This helps us analyse data without web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. This may prevent you from taking full advantage of the website.