

VisitorServices_Privacy_Notice_Bookings

SPCB Privacy Notice

This privacy statement explains how we collect and use personal information about you for the following process:

Ticket and tour booking requests and related enquiries

The categories of information provided

Normal category data as defined by the General Data Protection Regulation for example, names, addresses and telephone numbers.

Depending on the nature of the enquiry, we may also receive and temporarily store “Special Category” data as defined by the General Data Protection Regulation such as race; ethnic origin; political views; religion; trade union membership; health or sexual orientation.

Source of the information

Personal data is provided to Visitor Services directly from individuals (data subjects) or other individuals or organisations on their behalf, employees of the Scottish Parliament Corporate Body or other public bodies, and elected Members of the Scottish Parliament or their staff via emails, written communications, telephone calls and verbally in person.

The purpose of the processing

We collect, store and use personal data for the purpose of making ticket and tour bookings at the Scottish Parliament and responding to related enquiries.

The legal basis of processing

For the handling of booking enquiries and booking requests, the legal basis for the processing of personal data is that it is necessary for a task carried out in the public interest (Art 6 (1)(e) GDPR, s8(d) DPB.)

The public interest is the engagement with the public and facilitating visitors to come and experience the Parliament and to facilitate meetings of visitors and parliamentary staff and other building users.

For booking enquiries and booking requests containing special category data, the legal basis for the processing is that the personal data processing is necessary for reasons of substantial public interest. The public interest is compliance with statutory equality requirements. (Art 9(2)(g), S10(3) and Part 2 Schedule 1, para 6 DPB, s29(7) Equality Act 2010.)

A service provider must make reasonable adjustments.

Processing personal data relating to protected characteristics enables the SPCB to make reasonable adjustments.

This does not interfere with the rights of the data subjects disproportionately because the data subjects provide the data themselves, they are not under an obligation to provide the data to us and we only keep the data for the minimum time necessary to comply with the statutory obligation.

Data sharing

Data may be shared internally where necessary with other departments and employees of the Scottish Parliament Corporate Body, elected Members of the Scottish Parliament or their staff, the police or other security government agencies where necessary to ensure the safety and security of the building and its users. .

Retention of data

Data is retained in either electronic or paper form and then deleted automatically or destroyed 3 months after the date of the booking request, our reply or the date for which a booking is made, whichever is the latest.

Your rights

The GDPR sets out the rights which individuals have in relation to personal information held about them by data controllers. These rights are listed below, although whether you will be able to exercise each of these rights in a particular case may depend on the purpose for which the data controller is processing the data and the legal basis upon which the processing takes place.

Access to your information – You have the right to request a copy of the personal information about you that we hold. For further information, see our Data Subjects' Access Requests Policy.

Correcting your information – We want to make sure that your personal information is accurate, complete and up to date and you may ask us to correct any personal information about you that you believe does not meet these standards.

Deletion of your information – You have the right to ask us to delete personal information about you where:

- You consider that we no longer require the information for the purposes for which it was obtained
- You have validly objected to our use of your personal information – see *Objecting to how we may use your information* below
- Our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information – Where we use your personal information to perform tasks carried out in the public interest then, if you ask us to, we will stop using that personal information unless there are overriding legitimate grounds to continue.

Restricting how we may use your information – in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information about you that we hold or assessing the validity of any objection you have made to our use of your information. The right might also apply where this is no longer a basis for using your personal information but you don't want us to delete the data. Where this right is validly exercised, we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Please contact us in any of the ways set out in the *Contact information and further advice* section if you wish to exercise any of these rights.

Changes to our privacy statement

We keep this privacy statement under regular review and will place any updates on this website. Paper copies of the privacy statement may also be obtained using the contact information below.

This privacy statement was last updated on [25 May 2018].

Contact information and further advice

If you have any further questions about the way in which we process personal data, or about how to exercise your rights, please contact the Head of Information Governance at:

Governance at:

The Scottish Parliament

Edinburgh

EH99 1SP

Telephone: 0131 348 6913 (Calls are welcome through the Text Relay service or in British Sign Language through [contactSCOTLAND-BSL](#).)

Email: dataprotection@parliament.scot



HAPPY TO **TRANSLATE**

Please contact us if you require information in another language or format.