



## Privacy Policy

This privacy policy will explain how WorkSpace Highland Ltd (WSH) uses the personal data we collect from you when you use our website.

### Contents

Privacy Policy .....	1
What data do we collect? .....	1
How do we collect your data?.....	1
How will we use your data?.....	1
How do we store your data?.....	2
Marketing.....	2
What are your data protection rights? .....	2
What are cookies?.....	2
How do we use cookies?.....	2
What types of cookies do we use? .....	2
How to manage cookies .....	3
Privacy policies of other websites.....	3
Changes to our privacy policy .....	3
How to contact us.....	3
How to contact the appropriate authority.....	3

### What data do we collect?

WSH collects the following data:

- Personal identification information (Name, organisation, email address, address, phone number)

### How do we collect your data?

You directly provide WSH with most of the data we collect. We collect data and process data when you:

- Subscribe to our newsletters or make a booking or enquiry for or about our services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.

WSH does not, currently, receive any data indirectly (from other sources).

### How will we use your data?

WSH collects your data so that we can:

- Process your booking
- Manage your account
- Email you with updates and special offers on our services that we think you might like.

### How do we store your data?

Hard copies of data are rarely stored, but if they are, they are stored at Inverdrue House, Aviemore, PH22 1QH.

We use the following online services for marketing, invoicing and day-to-day business activities:

- G Suite – Google Gmail, Docs, Drive and Calendar for business
- Xero – bookkeeping
- Mailchimp – marketing newsletters and emails
- Eventbrite – event ticketing

### Marketing

WSH would like to send you information about our services that we think you might like, as well as those of our partner companies and members.

- None, as yet.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop WSH from contacting you for marketing purposes.

### What are your data protection rights?

WSH would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- The right to access – you have the right to request WSH for copies of your personal data. We may charge you a small fee for this service.
- The right to rectification – you have the right to request that WSH correct any information you believe is inaccurate. You also have the right to request WSH to complete information you believe is incomplete.
- The right to erasure – you have the right to request that WSH erase your personal data, under certain conditions.
- The right to restrict processing – you have the right to request that WSH restrict the processing of your personal data, under certain conditions.
- The right to object to processing – you have the right to object to WSH's processing of your personal data, under certain conditions.
- The right to data portability – you have the right to request that WSH transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: [emma@workspacehighland.co.uk](mailto:emma@workspacehighland.co.uk) or write to us at: WorkSpace Highland Ltd, Inverdrue House, Aviemore, PH22 1QH.

### What are cookies?

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology.

For further information, visit [allaboutcookies.org](http://allaboutcookies.org)

### How do we use cookies?

WSH uses cookies in a range of ways to improve your experience on our website, including:

- Understanding how you use our website

### What types of cookies do we use?

Our website is hosted by Squarespace.

There are a number of different types of cookies, however, our website uses:

- Functional and required cookies: Squarespace uses some necessary cookies because they allow visitors to navigate and use key features, including, but not limited to customer accounts, shopping cart and checkout, and URL redirects.
- Prevention of cross-site request forgery (CSRF). CSRF is an attack vector that tricks a browser into taking unwanted action in an application when someone's logged in.
- Analytics and performance cookies: used to collect information on our behalf about how visitors interact with our site.

Squarespace have their own Cookie Policy and Privacy Policy available at [www.squarespace.com](http://www.squarespace.com) where you can find more detailed information.

### How to manage cookies

You can set your browser not to accept cookies, [allaboutcookies.org](http://allaboutcookies.org) tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

### Privacy policies of other websites

The WSH website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

### Changes to our privacy policy

WSH keeps its privacy policy under regular review and places any updates on this webpage. This privacy policy was last updated on 31 December 2019.

### How to contact us

If you have any questions about WSH's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email: [emma@workspacehighland.co.uk](mailto:emma@workspacehighland.co.uk)

Call: 07912 054511

Or write to us at: WorkSpace Highland Ltd, Inverdrue House, Aviemore, PH22 1QH.

### How to contact the appropriate authority

Should you wish to report a complaint or if you feel that WSH has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Call: 0303 123 1113

Email: [scotland@ico.org.uk](mailto:scotland@ico.org.uk)

or write to: The Information Commissioner's Office – Scotland, 45 Melville Street, Edinburgh, EH3 7HL.