

# High Weald Walking Festival Privacy Policy 2022

## Our contact details

Name: High Weald AONB Partnership

Address: Woodland Enterprise Centre, Hastings Road, Flimwell, TN5 7PR

Phone Number: 01424 723011

E-mail: [emma.white@highweald.org](mailto:emma.white@highweald.org)

## The type of personal information we collect

We currently collect and process the following information:

- Name and contact email address are required, contact phone number asked for but not required.

## How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To book tickets for the High Weald Walking Festival
- To update you with information about the High Weald Walking Festival (if you have consented to join our mailing list)

We use the information that you have given us to send you e-tickets and confirmation details for guided walks booked at the High Weald Walking Festival. We may also use these details to contact you in the event a walk is cancelled.

We may share this information with the leader of any guided walks you book as part of the Festival, to enable them to contact you about your walk. They will not contact you for any other purpose and will delete your details after the walk.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting [emma.white@highweald.org](mailto:emma.white@highweald.org)**

## How we store your personal information

Your information is securely stored on the Eventbrite booking system if you have booked a ticket with us. If you are on our mailing list, your details are stored in Mailchimp.

These two platforms store their data in the US, but are both certified with the EU-US Privacy Shield Framework which means that we comply with a heightened standard when handling Personal Data transferred to the US from the European Union.

### Mailing list

We keep your name and contact email for 3 years, unless you contact us and ask us to delete your details from our system.

### Ticket bookings

We keep your name and contact email for six months. We will then dispose of your information by deleting your booking records from our system.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

Please contact us at [info@highweald.org](mailto:info@highweald.org) if you wish to make a request.

## How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [info@highweald.org](mailto:info@highweald.org)

AONB Business Manager  
High Weald AONB Partnership  
Woodland Enterprise Centre  
Hastings Road  
Flimwell  
East Sussex TN5 7PR

To complain about the use of your information, please contact the [Customer Services Team](#) or our [Data Protection Officer](#) at East Sussex County Council (our host authority).

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>