



Our Privacy Notice - your rights, your information and how we use it

British Curling Supplies is committed to protecting your personal information.

Our Privacy Policy contains important information about what personal details we collect; what we do with that information; who we may share it with and why; and your choices and rights when it comes to the personal information you have given us.

We may need to make changes to our Privacy Policies; so please check our website for updates from time to time. If there are important changes such as changes to where your personal data will be processed; we will contact you to let you know.

This version of our Privacy Policy was last updated 24th May, 2018.

Who we are

This Privacy Policy applies to British Curling Supplies.

How to contact us

If you have any questions about our Privacy Policy or the information we collect or use about you, please contact;

Barbara McFarlane
Unit 28, Highhouse Industrial Estate Auchinleck
Ayrshire
KA18 2LL
Email: barbara@britishcurlingsupplies.co.uk

Information we collect and use

Information about you that we collect and use includes:

- Information about who you are e.g. your name and address details
- Information about how we contact you e.g. your contact details and e-mail address
- Information about any service we have provided for you including sales and purchases e.g. your shoe size, sizes and styles of the clothing you have purchased
- Information from communications with you e.g. phone calls and emails



Where we collect your information

We may collect your personal information directly from you, from a variety of sources, including:

- an online order for a product or service
- phone conversations with us
- email communications with us
- meetings with our staff

What we collect and use your information for

We take your privacy seriously and we will only ever collect and use information which is personal to you where it is necessary, fair and lawful to do so. We will collect and use your information only where:

- you have given us your permission [consent] to send you information about products and services offered by British Curling Supplies
- the information is necessary to provide the product or service you have requested e.g. if you have purchased an item from our web site we will require some of your personal details to process the order and deliver the product. Information such as your name, address and contact details

If you do not wish us to collect and use your personal information in these ways, it may mean that we will be unable to provide you with our products or services.

Who we may share your information with

We may share some of your information with third parties for the reasons outlined in 'What we collect and use your information for'.

These third parties include:

- Courier Services as part of a contract to deliver your purchases
- Manufacturers as part of a clothing purchase: eg sizes and colour preferences

We will never sell your details to someone else. Whenever we share your personal information, we will do so in line with our obligations to keep your information safe and secure.



Where your information is processed

The majority of your information is processed in the UK and European Economic Area (EEA).

How we protect your information

We take information and system security very seriously and we strive to comply with our obligations at all times. Any personal information which is collected recorded or used in any way, whether on paper, online or any other media, will have appropriate safeguards applied in line with our data protection obligations.

Your information is protected by controls designed to minimise loss or damage through accident, negligence or deliberate actions. Our employees also protect sensitive or confidential information when storing or transmitting information electronically.

Our security controls are aligned to industry standards and good practice; providing a control environment that effectively manages risks to the confidentiality, integrity and availability of your information.

How long we keep your information

We will keep your personal information only where it is necessary to provide you with our products or services.

Your individual rights

[Right to be informed](#)

You have a right to receive clear and easy to understand information on what personal information we have, why and who we share it with – we do this in our Privacy Policy and privacy notices.

[Right of access](#)

You have the right of access to your personal information. If you wish to receive a copy of the personal information we hold on you, you may make a subject access request (SAR).

[Right to request that your personal information be rectified](#)

If your personal information is inaccurate or incomplete, you can request that it is corrected.



Right to request erasure

You can ask for your information to be deleted or removed if there is not a compelling reason for British Curling Supplies to continue to have it.

Right to restrict processing

You can ask that we block or suppress the processing of your personal information for certain reasons. This means that we are still permitted to keep your information – but only to ensure we don't use it in the future for those reasons you have restricted.

Right to data portability

You can ask for a copy of your personal information for your own purposes to use across different services.

How to make a complaint

We will always strive to collect, use and safeguard your personal information in line with data protection laws. If you do not believe we have handled your information as set out in our Privacy Policy, please Contact the main office, details below.

If you are still unhappy, you can complain to our Supervisory Authority, the Information Commissioner's Office. Their contact details are also below.

Contacts

Email: barbara@britishcurlingsupplies.co.uk

Address: Barbara McFarlane, Unit 28, Highhouse Industrial Estate, Auchinleck, Ayrshire, KA18 2LL

Tel: 01796 483750

Information Commissioner's Office

45 Melville Street, Edinburgh EH3 7HL

Tel: 0303 123 1115

Email: scotland@ico.org.uk