

Marie Ward
Chief Executive



Comhairle Ceantair
**an Iúir, Mhúrn
agus an Dúin**
**Newry, Mourne
and Down**
District Council

9 September 2020

Annual Season Ticket Privacy Notice

Key contact details

Name: Visitor Services Team
Address: Delamont Country Park, 90 Downpatrick Road, Killyleagh, BT30 9TZ
Phone Number: 0330 137 4046
E-mail: delamont.park@nmandd.org

The type of personal information we collect

We currently collect and process the following information:

- Name;
- contact details (address, email, telephone/mobile numbers); and
- payment information including account details where applicable.

How we get your personal information and why we collect it

Most of the personal information we process is provided to us directly by you for the following reason: to process payment and issue the season ticket.

We use the information that you have given us in order to:

- process payment and issue the season ticket;
- send renewal reminders every year;
- raise any queries we may have about the use of the season ticket; and
- advise of any proposed changes to the terms and conditions of annual season tickets.

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

(b) We have a contractual obligation. This allows us to process personal data when this is necessary for the performance of a contract.

How we store your personal information

Your information is securely stored electronically on servers and hard copy forms are destroyed once the information has been digitised.

We will keep your general personal information for 18 months in accordance with Council's Retention and Disposal Schedule after the permit has been issued. We will then dispose this information by deleting the file which holds your data.

**Oifig an Iúir
Newry Office**
O'Hagan House
Monaghan Row
Newry BT35 8DJ

**Oifig Dhún Pádraig
Downpatrick Office**
Downshire Civic Centre
Downshire Estate, Ardglass Road
Downpatrick BT30 6GQ

0330 137 4000 (Council)
council@nmandd.org
www.newrymournedown.org

**Ag freastal ar an Dún
agus Ard Mhacha Theas
Serving Down
and South Armagh**



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 restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of 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.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us if you wish to make a request (see contact details on footer of first page).

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us (see contact details on footer of first page).

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>

Due to Covid 19 the ICO encourages you to contact them online:

<https://ico.org.uk/global/contact-us/>