

Fair Processing Notice for Heligan Shop Customers

At Heligan, we respect your personal data. This Fair Processing Notice explains how we will use your personal data when you visit us.

Our contact details

Our address is The Lost Gardens of Heligan, Pentewan, St Austell, Cornwall, PL26 6EN

Phone: +44 (0) 1726 845100

Email: info@heligan.com

What personal data do we collect about you? How will we use that personal data? What is our legal basis for processing your personal data? How long do we hold your personal data?

When you make a purchase from our shop, we need your name, address, phone and card details in order to complete your purchase and to send the items. We are processing this data because we have a contract with you. We will be holding your data, except for your card details, for seven years for HMRC purposes. Your card details are destroyed immediately after using them.

Heligan uses CCTV in a variety of locations including the shop and ticket office and we will be processing your image when you are captured on CCTV. We have CCTV for crime prevention and to protect our staff, customers and visitors. This is a legitimate interest of a business in preventing crime and in the safety and security of our staff, customers, visitors and our sites.

Our CCTV footage overwrites itself every 28 days and your image will then be deleted, if we no longer require it.

Do we use any automated decision making?

We do not use any automated decision making.

Who do we share your personal data with?

We share your personal data with the following recipients:

- our software providers
- cloud service providers
- payment providers
- HMRC

Do we transfer your personal data outside of the EU or EEA?

We do not transfer your personal data outside of the EU.

Your rights

You have rights in respect of our processing of your personal data which are:

- To access to your personal data and information about our processing of it. You also have the right to request a copy of your personal data (but we will need to remove information about other people).
- To rectify incorrect personal data that we are processing.
- To request that we erase your personal data if:
 - we no longer need it;
 - if we are processing your personal data by consent and you withdraw that consent;
 - if we no longer have a legitimate ground to process your personal data; or
 - we are processing your personal data unlawfully
- To object to our processing if it is by legitimate interest.
- To restrict our processing if it was by legitimate interest.
- To request that your personal data be transferred from us to another company if we were processing your data under a contract or with your consent and the processing is carried out automated means.

If you want to exercise any of these rights, please contact us.

If you have any questions or concerns, please contact us as most matters can be resolved informally in the first instance.

You also have the right to lodge a complaint about our processing the UK's Information Commissioner's Office.