Privacy Policy

Peterhead Area Community Trust (PACT) | Scottish Charitable Incorporated Organisation (SCIO) | Charity No. SC048463

1. Who we are

Peterhead Area Community Trust (PACT) is a Scottish Charitable Incorporated Organisation (SCIO), charity number SC048463. Our registered address is 71 Cairntrodlie, Peterhead, Aberdeenshire, AB42 2BL.

For privacy enquiries, please contact us at **info@peterheadpact.co.uk** or by post at the registered address above.

2. What personal information we collect

We may collect information you provide when you contact us, make a facility booking, volunteer, donate, sponsor PACT, participate in community activities, or otherwise interact with our website.

This may include your name, email address, telephone number, organisation or group details, booking details, correspondence and information needed to administer an activity or service. Where a payment or donation is made through a third-party payment provider, payment details may be processed directly by that provider rather than stored by PACT.

Our website may also collect technical information such as IP address, browser/device information, pages visited and website usage information through cookies or similar technologies, depending on the services enabled on the new website.

3. How we use your information

We use personal information to respond to enquiries, administer facility bookings and community activities, communicate with users and volunteers, process donations or sponsorships, maintain records, improve our services and website, and comply with legal, regulatory and safeguarding obligations.

Where appropriate and permitted, we may also use contact details to send information about PACT activities, projects, events or opportunities. Where consent is required, we will ask for it and provide a straightforward way to withdraw it.

4. Lawful bases for processing

Depending on the circumstances, PACT may rely on contractual necessity (for example, administering a facility booking), legitimate interests (for example, responding to enquiries and managing our charitable activities), consent (where required, such as certain marketing or non-essential cookies), and legal obligations.

We will only use special category or other sensitive information where a lawful condition permits us to do so and where it is necessary for the relevant activity.

5. Who we share information with

We may share information with trusted service providers who help us operate the website, booking system, email, payments, hosting, IT, communications or other services. These providers are expected to process information only for appropriate purposes and to protect it.

We may also disclose information where required by law, to regulators or public authorities, or where necessary to protect people, property or the rights of PACT and others.

6. International transfers

Some technology or service providers may process personal information outside the UK. Where this occurs, PACT will take appropriate steps to ensure that the transfer is lawful and that suitable safeguards are in place.

7. How long we keep information

We keep personal information only for as long as reasonably necessary for the purpose for which it was collected, taking account of legal, accounting, safeguarding, insurance, dispute-resolution and record-keeping requirements. Booking and financial records may therefore be retained for longer than ordinary enquiries.

8. Cookies

The new website may use essential cookies needed for website functionality and, if enabled, analytics or other non-essential cookies. Non-essential cookies should only be used where the required consent has been obtained. Users should be given clear information about cookies and appropriate controls through the website.

9. Your data protection rights

Subject to applicable legal conditions and exemptions, you may have rights to request access to your personal information, correction of inaccurate information, deletion, restriction of processing, objection to certain processing, and data portability. Where processing is based on consent, you may withdraw consent at any time.

To exercise a right, contact PACT using the details in section 1. We may need to verify your identity before responding.

10. Complaints

If you have concerns about how PACT handles your personal information, please contact us first so that we can try to resolve the matter. You also have the right to complain to the UK Information Commissioner's Office (ICO).

11. Security

PACT takes reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. No internet transmission or storage system can be guaranteed to be completely secure.

12. Third-party websites and services

Our website may contain links to third-party websites, social media platforms, booking services, payment providers or other external services. PACT is not responsible for the privacy practices of those third parties. Please review their own privacy notices before providing personal information.

13. Changes to this privacy policy

We may update this Privacy Policy when our services, website, legal obligations or data-processing arrangements change. The latest version will be published on the PACT website with its effective date.

14. Effective date

Effective date: 3 September 2026
This policy has been prepared for use on the new PACT website and should be reviewed by PACT before

publication, particularly to confirm the exact booking, payment, analytics, cookie, mailing-list and third-party services used.