



Re-Union Canal Boats Privacy Policy

At Re-Union Canal Boats we believe that everyone should be able to access and enjoy Scotland's lowland canals safely. As a social enterprise we believe in inclusion and fairness and strive to be transparent in how we operate. This includes how we collect, use and store data from our volunteers, everyone who books or uses our boats and visitors to our website. This policy will give you information on how we handle your data.

Types of Data We Collect

Website cookies

Re-Union Canal Boats does not currently use data from cookies on our website www.re-union.org.uk. Should we introduce these we will notify you and update our privacy policy.

Cookies are text files containing small amounts of information which are downloaded to your personal computer, mobile phone or other device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit. Cookies are useful because they let a website recognise an user's device.

Third parties can use cookies. These cookies allow the third party (not Re-Union) to track the success of their application or customise the application for you. Because of how cookies work we cannot access these cookies, nor can the third party access any cookie data on our website – should we use them in the future.

For example, should you choose to 'share' content through Twitter or Facebook you might be sent cookies from their websites. We don't control the settings of these cookies, so please check these websites for more information on how they manage cookies.

Website analytics

When someone visits www.re-union.org.uk we use third party services Monster Insights and Google Analytics to collect standard internet log information and details of web visitors' behaviour pattern. We do this to find out information such as how many people visit our site, what pages they view and how long they view those pages for. We do this in a way which does not identify anyone. We use this information to help us improve our website and assess how successful any marketing or promotion efforts have been.

Mailing Lists

If you have agreed to join our mailing list through our website, via email or in person at an event or visiting one of our boats, we record your personal information – name and email address – on a service called MailChimp. We use this information to update you on the topic you have chosen to hear about; our impact and work as a charity and/or our service and events. We do not share, sell, rent or trade your information with other organisations or businesses.

Our newsletters and other information emails are delivered through MailChimp. We gather statistics around email opening and clicks using standard industry technologies to help us monitor and improve our email communications. For more information please see [MailChimp's privacy policy](#).

You can unsubscribe to mailings at any time by clicking on the unsubscribe link on any of our emails sent after 25th May 2018 or by emailing us at info@re-union.org.uk.

Booking Data

When you book one of our boats or a ticket for one of our ticketed events such as an Afternoon Tea Cruise the information you provide will be stored in our booking system BookingBug. Please be assured that we do not share the information you provide with other organisation or company, with the exception of dietary requirements. We share the number of people with certain dietary requirements with external caterers but never share your full name or any other details alongside that (we may give your first name in order for the caterer to identify you on the day of the booking). We do not authorise BookingBug to share any of your details either. For more information you can read [BookingBug's privacy policy](#).

If you pay for your booking through BookingBug no payment card information is retained or stored by Re-Union Canal Boats or BookingBug and we do not have access to full card information after your transaction has been completed. For information on our payment system please see the [WorldPay privacy policy](#).

We will contact you once after your booking to find out how your experience was. This is to enable us to maintain our standards and improve our experiences for everybody. We regularly review the information we retain and delete out of date information.

Re-Union Canal Boats Ltd: Charity Number: SC035342 Company Reg No: 265866
Registered Office: Narrowboat Gosling, 7 Lower Gilmore Bank, Edinburgh, EH3 9QP

Other Organisations

We may share anonymised personal information with donor organisations who have funded work by Re-Union Canal Boats in order to further our social aims and impact. This allows the donor to understand the impact their support has had. We do not provide identifiable personal details to donor organisations without the express permission of that person, which we will request individually. Re-Union also uses collated statistics to produce our annual report and other published information to ensure we operate in a transparent manner. No personal details of individuals would be used or published when presenting these statistics.

Access to Your Personal Information

You are entitled to access the personal information that we hold for you. Email your request to us at info@re-union.org.uk.

Changes to This Privacy Policy

We will regularly review this privacy policy. This privacy policy was last reviewed on 23rd May 2018.