

PRIVACY POLICY

About this privacy policy

We at The Crichton Trust (collectively “The Crichton Trust”, “we”, “us” and “our”) take your privacy seriously. We know that you, like us, care about how your personal information is used and shared. Please read the following to learn more about how we collect, store, use and disclose information about you when you engage with us, in any manner, via our website other interactions. This Privacy Policy covers our treatment of information that we gather when you are accessing or using our website or when you contact us in any manner. We gather various types of information, including information that identifies you as an individual (“Personal Information”) as explained in more detail below.

The Crichton Trust Privacy Policy applies to www.crichton.co.uk, www.easterbrookbistro.co.uk and www.crichtoncentral.co.uk

What information does The Crichton Trust collect?

Information you provide us: When you use our website, we collect the personal information that you provide to us, for example your name and your email address via our online mailing list sign-up form. When you use a service provided by The Crichton Trust, we collect the personal information that you provide to us, for example your name and your email address as well as any other contact or other information you choose to provide us in connection with the service.

Information we automatically collect: When you use our website, we collect information via cookies and other similar technologies which may include saving cookies to users’ computers. We collect certain information related to your device such as your device’s IP address, referring website, what pages your device visited, and the time that your device visited our website.

How does The Crichton Trust use this information?

We use the information we collect via our website: for the purposes made clear to you at the time you submit your information – for example, to send you regular emails about relevant news, or to reply to your specific query via the form on the homepage of our website; for administration and reporting purposes including (but not limited to) troubleshooting, performance analysis, statistical analysis and testing; to improve our website to ensure that content is presented in the most effective manner for you and for your device; to analyse use of our website for trend monitoring and marketing purposes; as part of our efforts to keep our website safe and secure.

We use information we collect from the use of our services for the purposes made clear to you at the time you submit your information.

You will always be able to opt-out of communications from us at any time.

Email: We use third party providers; MailChimp and Flodesk, to deliver our emails and store the names and email addresses of the people who have signed up to our mailing list or used our services. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our email communications. For more information, please see Flodesk and MailChimp privacy notices.

How do we share and disclose the information to third parties?

We do not sell your Personal Information to anyone under any circumstances. Under certain circumstances we may be required to disclose your Personal Information in response to valid requests by public authorities such as the Police or security services. Legitimate Interests “Legitimate Interests” means the

interests of our charity in conducting and managing our organisation to enable us to give you the best experience on our website and through the services we offer. When we process your personal information for our legitimate interests, we make sure to consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. Our legitimate interests do not automatically override your interests – we will not use your Personal Data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). If you have any concerns, you have the right to object to processing that is based on our legitimate interests.

Is personal information about me secure?

We use appropriate technical, organisational and administrative security measures to protect any information we hold from loss, misuse, unauthorised access, disclosure, alteration and destruction. Unfortunately, no organisation can guarantee complete security. Unauthorised entry or use, hardware or software failure, and other factors may compromise the security of user information at any time.

What choices do I have?

You can always opt not to disclose information to us, but keep in mind some information may be needed to take advantage of our emails or services. You can opt-out of communications from us at any time via the unsubscribe link in the email communication we send, or you can email us: hello@crichton.co.uk

Children

We do not knowingly collect or solicit personal information from anyone under the age of 16. If you are under 16, please do not attempt to register for our emails or send any Personal Information about yourself to us. If we learn that we have collected Personal Information from a child, we will delete that information as quickly as possible. If you believe that a child under 16 may have provided us Personal Information please contact us at hello@crichton.co.uk

Linked Websites

For your convenience, hyperlinks may be posted on our website that link to other websites (the “Linked Sites”). We are not responsible for, and this Privacy Policy does not apply to, the privacy practices of any Linked Sites or of any companies that we do not own or control. We encourage you to read the privacy statements of the other websites you visit.

Will The Crichton Trust ever change this privacy policy?

We keep our privacy policy under regular review and was last updated on 1st June 2026.

What if I have questions about this privacy policy?

If you would like to update your details or if you have any questions or concerns regarding our privacy policy, please email: hello@crichton.co.uk or write to: **Data Protection Officer, The Crichton Trust, Grierson House, The Crichton, Bankend road, Dumfries, DG1 4ZE.**

What if I have a complaint?

If you want to make a complaint about the way we have handled your personal information, you have a statutory right to contact our data controller at datacontroller@crichton.co.uk and ask us to investigate.

We have 30 days to investigate and to respond to you in line with ICO rules. You also have the right, if you are not satisfied with this response, to contact the Information Commissioner’s Office, which oversees data protection law – www.ico.org.uk/concerns.

The Crichton Trust is a Limited Company registered in Scotland.

Company Registration Number: SC024797. VAT Registration Number: 250851515