
Privacy Policy

Updated August 2025

hello@scouts-ems.com

0333 050 1388

At Scouts EMS, we take your privacy seriously. This policy explains how we collect, use, and protect your personal information when you interact with us - through our website, our platforms, or through direct communication.

What Information We Collect

We may collect the following types of personal data:

- Name, email address, phone number
- Business or home address
- Date of birth (if required for specific services)
- Payment information (processed securely)
- Technical data such as IP address, browser details, and location (approximate)
- Medical, dietary, or allergy information (where necessary)
- Photographs (for identification where relevant)

We only collect information that is necessary to provide our services, manage accounts, improve your experience, or meet our legal obligations.

How We Use Your Information

We use personal information to:

- Provide our services, websites, and platforms
- Communicate with you, including support or service updates
- Process payments and manage billing
- Improve our website and services
- Carry out marketing (where legally permitted)
- Comply with legal and contractual obligations

Our lawful basis for processing your personal information may include fulfilling a contract, complying with legal requirements, or pursuing our legitimate business interests. Where consent is required, such as for direct marketing, we will obtain it in advance.

Data Storage and Security

Your personal data is stored securely in the UK or with providers operating to equivalent data protection standards. We take reasonable technical and organisational measures to protect your information from loss, misuse, or unauthorised access.

Where we work with third-party suppliers (e.g. for hosting, invoicing, communications), they are required to meet strict data protection standards.

Cookies and Tracking Technologies

We use cookies and similar tracking technologies to improve your experience, measure website performance, and support marketing.

You can manage your cookie preferences at any time via the pop-up on our website. Essential cookies are required for basic site functionality and cannot be disabled.

Marketing Communications

We may send you updates, promotions, or other marketing content. You will only receive marketing communications with your consent, where required by law, and you can opt out at any time via unsubscribe links or by contacting us directly.

Your Rights

You have the right to:

- Access the personal data we hold about you
- Correct inaccurate information
- Request deletion of your data where applicable
- Restrict or object to processing in certain circumstances
- Request data portability
- Withdraw consent (where processing is based on consent)
- Raise a complaint with the Information Commissioner's Office (ICO) if you believe your data has been mishandled

To exercise your rights, please contact us.

For any questions or concerns regarding your personal information, please call 0333 050 1388 or email hello@scouts-ems.com.

