

The Packing Shed Trust Privacy Policy (February 2020)

You matter to us

The privacy and security of your personal data is very important to us. We take the responsibility seriously and want you to be confident in how we process your information.

This Privacy Policy explains how and why we, The Packing Shed Trust (also referred to in this document as “the trust”, “we” and “us”), use your personal data, your rights and our obligations to you.

This Privacy Policy applies if you're a trustee, committee member, life member, volunteer, visitor or supporter or use any of our services, visit our online facilities such as our website, email, call or write to us. We may, in certain circumstances, provide specific privacy notices related to individual items but they will always refer to this privacy policy.

We will never sell your data and will only share it with companies when it is necessary, there is a legitimate interest, or where explicit consent has been given and the privacy and security of the data is assured.

We will continue to monitor our processes and if, in certain circumstances, we need to update our privacy policy we will notify you.

About us

The trust exists to maintain the Packing Shed and its environment, promote its history through open days and talks to local groups, and facilitate usage of the land and its building as a venue for functions. The trust is a registered charity and is staffed entirely by volunteers.

Further details are available from our website <http://packing-shed.org.uk>, on which this policy is displayed.

Who we are

The trust is a not-for-profit organisation, registered as a charity: (Registered Charity No.1040239). Any reference to 'data subject' is in reference to individuals whose data we process.

If you have any Data Protection concerns you can direct them to our treasurer, Graeme Chalklin by email gcpcdr@gmail.com, or call him on 01206 385339.

What data we collect and how we use it

Our three key reasons for collecting data to then be processed are listed below.

- Administration of visitor enquiries and bookings
- Administration of trustee, committee member, life member, volunteer, visitor and supporter communications
- To provide information requested about a specific interest

We will ask for relevant information to enable us to fulfil our obligation to you or provide the service requested.

Personal Data - Personal data is information that can be used to identify a living individual or as part of a set of information that, used together, can identify an individual. This will normally include title, name, address and contact details which includes email, postal address and telephone number.

Sensitive Personal Data – This includes, but is not limited to, racial or ethnic origin, political belief, sexual orientation. We do not request or hold this type of data

During the process of data collection we will ask for your consent to enable us to contact you with information about our activities and your interest in the trust, such as a visitor booking.

Your consent will be, where possible, requested at the point you supply the data. We may request your data for a single specific use, but will always refer back to this privacy policy.

Personal data created by your involvement with us

Your activities related to your involvement with us will result in personal data being created and held. This could include details of how you have volunteered or how you are involved with our activities.

We may analyse the data that you provide so that we can communicate with you more effectively and better understand your preferences and ability to support the trust.

Volunteers

We may request data from you specifically related to volunteer activities you undertake (e.g. references, criminal records, details of emergency contacts, medical conditions etc.). The data requested will be related to the activity undertaken. The information will be retained for legal or contractual reasons and are in place to safeguard both us and you.

Children's Personal Data

We do not have policy of preventing under 13's from joining in the activities of the trust. In the event of children under 13 joining the activities of the trust, we will ensure that approval to record personal details is gained from whoever holds parental responsibility for the child.

Legal basis for processing your data

In order to process your information we must have a lawful reason for doing so. The four most common reasons why we process your data are as follows;

- Contractual
- Legitimate interest
- Consent
- Legal Obligation

The trust will only process (use) your personal information if we have;

- a **contract** with you to provide a service or product. We will use your personal data accordingly e.g. to send you details of a booking, minutes of meetings, invitation to events, items you may have purchased.
- a **legitimate interest** in order to provide the service or information required e.g. we will pass your details to those we ask to produce minutes, manage bookings, respond to enquiries about our events.

- your express **consent** that we have on record to allow us to send you specific communications.
- a **legal obligation** e.g. to process payments and store data in accordance with financial regulations.

What is Legitimate Interest

This is the legal ground for us to process your personal information if we have a genuine and legitimate reason for doing so. Legitimate interests do not harm your rights and interests as an individual.

Examples of where the trust would use grounds of legitimate interest to process your data would include the following

- To manage visitor bookings
- To send you minutes of our meetings
- To send you notice of the Annual General Meeting.

We will only use your personal data on the relevant lawful grounds as detailed above. We will do this in accordance with the EU General Data Protection Regulations (GDPR).

Personal data provided to us will be used for the purposes as outlined at the time of collection in a fair processing notice.

We will use your data in accordance with the lawful basis we collected it. Below are the main uses of your data which depend on the type of relationship we have with you and how you interact with our services, website and activities.

Trustee, committee member, life member, volunteer and supporter

We use the personal data you provide at the point of joining to help us provide you the services linked to association with the trust. This includes the following;

- Title, name, address, email address, telephone number(s)
- Your role in the trust

Visitor

All visitors who enquire, or enquire and book the Packing Shed for an event will have personal data collected. This includes the following

- Title, name, address, email address, telephone number(s)
- To allow us to provide the product or service requested
- To contact you about your purchase
- If consent is provided, to contact you about other items that you have consented to be contacted about.

Marketing Communications

In accordance with GDPR we can only send you communications that you have consented to. We do not engage in marketing our products and services on an individual basis.

We will only contact you with relevant content, about events, news, benefits, fundraising and products. We will never pass your personal data, outside of contracted services, to any company or organisation outside of the trust.

You can amend your preferences at any time and stop communications, by contacting our treasurer, Graeme Chalklin by email gpcdr@gmail.com, or calling him on 01206 385339.

We want you to get the most out of your relationship with us. If you request us to update your details please allow 10 working days from request to action.

Profiling

The trust will not use your personal data for profiling.

Who we share your data with

The trust will not share your personal data with other companies and organisations, unless we have obtained your consent to do so.

How to update your data and communication preferences

You can update your personal data at any time. This includes the right to withdraw your consent to any of our communications. Please allow 10 working days from request to action.

If you want to update or amend your personal data or communication preferences you can do so in the following ways:

Email: Write to our treasurer, Graeme Chalklin by email gpcdr@gmail.com. Please confirm your name, address and telephone number, and your request. We will store this email on our records as proof of consent for any amendments to your record.

Call us: call our treasurer, Graeme Chalklin on 01206 385339. We can amend your contact details. Communication preferences must be done in writing or by yourself online.

Write to:

Graeme Chalklin, The Packing Shed Trust (Treasurer), 18 Trinity Close, West Mersea, CO5 8RW.

We will update your member record within 10 days of receipt of request.

Your Rights

You have a number of rights under GDPR and this section briefly highlights them. For more information visit www.ico.org.uk

1. **The right to be informed** – We need to inform you what we are collecting and why. This privacy policy and any related fair processing notice provides this information.
2. **The right of access** – You have the right of access to your personal data and supplementary information. This information is free unless there is unreasonable effort upon which a charge may be made by the trust. A request is required in writing and must be specific to a set of data and or a time frame for when the data is required. The trust must provide you with this information within one month; this may be extended to two months dependent on the nature and complexity of the request.

If you would like to make a request, please contact the follow email gpccdr@gmail.com or write to us at Graeme Chalklin, The Packing Shed Trust (Treasurer), 18 Trinity Close, West Mersea, CO5 8RW. You will be asked to provide the following details:

- The personal information you want to access
- Where it is likely to be held
- The data range of the information you wish to access

We will also need to provide information for use to be able to confirm your identity. If we do hold personal data about you we will give you a copy of the information in an understandable format together with an explanation of why we hold and use it.

3. **The right to rectification** – The right to have your personal data rectified if it is incomplete or inaccurate.
4. **The right to erasure** – The right for the deletion of data where there is no compelling reason for its continued processing.
5. **The right to restrict processing** – The right to suppress or restrict processing. The data controlled could retain the data but no longer process it.
6. **The right to data portability** – The right to retain their own personal data and use it across multiple services.
7. **The right to object** – The right to object to process for legitimate interest, direct marketing and scientific purposes.
8. **Rights in relation to automated decision making and profiling** – Right to object to automated decision making.

Keeping your information

The trust will only use and or store your information for as long as it is required for the purpose it was collected. The purpose will determine how long it will be kept. This can sometimes be to meet a statutory or legal requirement. If we have explicitly informed you of the length of time we will securely destroy the data in question when that time is reached.

Cookies, Tracking and Websites

Our website, and links from it, may use cookies to track your activities and to enhance your experience. For additional information on how you can manage which cookies are used, please see cookiechoices.org.

Our website provides links to external websites, such as Facebook, which may also use cookies to serve ads based on a your previous visits to our website or other websites.

Links to other websites - Our website may, from time to time, feature links to websites of partners, advertisers and affiliates. If you follow these links please note these websites may have their own privacy policies and that we do not accept any responsibility or liability for them. This privacy policy relates only to the personal data collected by the trust.

How we secure your data

Information system and data security is imperative to us to ensure that we keep your data safe, whether managed and stored on our computers or third party's systems.

When you trust us with your data we will always keep your information secure to maintain your confidentiality. Where appropriate data is encrypted and or password protected. Systems and devices on which data is stored are protected physically and electronically.

Payment card security

Our online payment solutions are carried out using a 'payment gateway' (e.g. PayPal) which is a direct connection to a payment service provided by a bank. This means that when you input card data into the payment page, you are communicating directly with the bank and the bank passes your payment to us, this means that your payment card information is handled by the bank and not processed or held by us.

What to do if you are not happy

If you are unhappy with anything related to your personal information please contact us directly so that we can resolve any problem or query. You can contact us directly on 01206 385339 or [mail gpcdr@gmail.com](mailto:gpcdr@gmail.com)

You also have the right to contact the Information Commissioners Office (ICO) if you have any questions about Data Protection. They are contactable via the phone on 0303 123 113 or visit their website www.ico.org.uk.

Changes to this Privacy Policy

We will amend this Privacy Policy from time to time to ensure that it remains up to date and reflects clearly how we use your personal data. Please visit our website to keep up to date with any changes. We will not amend anything that will affect your rights. The current version will always be posted on our website.

This Privacy Policy was last updated on February 13, 2020