

Data Privacy Notice

Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be through the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (the 'GDPR').

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Who are we?

The Shallowford Trust is a charitable company run by the Trust Manager and the Trustees. The Shallowford Trust is the data controller which means it is responsible for the keeping and use of personal information on computer or in structured manual files.

How do we collect personal data from you?

We collect information from you when you contact us by phone, email, post or when you fill in a form on our website

What information do we collect?

Your personal data (any information which identifies you, or which can be identified as relating to you personally, for example, name, address, phone number, email address) will be collected and used by us. We shall only collect the personal data that we need.

We collect personal data in connection with specific activities and events, booking a visit, volunteering, invoicing, employment and donations etc.

We also collect technical information including an IP address when you visit our website and when you click onto our Newsletter.

The personal data you give us may include name, title, address, date of birth, age, gender, employment status, email address, telephone numbers, health and dietary requirements, emergency contact details, demographic information, including religious beliefs and personal financial information such as bank account details. At times we will collect sensitive personal data for Equal Opportunities monitoring.

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We may also collect information about you from a third party, such as a youth club leader, a referee, or for legal purposes under the Disclosure and Barring Services.

How will we use the information about you?

We only use your personal data on relevant lawful grounds as permitted by the EU General Data Protection Regulation (from 25th May 2018), UK Data Protection Act and Privacy of Electronic Communication Regulation

We use information about you in the following ways:

- To process enquiries or bookings that you have submitted to us;
- To provide you with products and services;
- To comply with our contractual obligations we have with you;
- To provide customer care, including responding to your requests if you contact us with a query;
- To notify you about changes to our services;
- To review job applications;
- To comply with statutory and management obligations and responsibilities;
- To administer accounts, process payments and keep track of billing and payments;
- To claim Gift Aid on donations;

Lawful basis for processing personal data

The Shallowford Trust considers that 'Legitimate interests' is the most appropriate lawful basis for processing your data.

For retention periods of our records please see our separate document.

Marketing

If you choose to hear from us we may send you information based on what is most relevant to you. This might be about visiting East Shallowford Farm, events, fundraising or receiving our bi monthly newsletter.

We will not sell your personal data or information to any third party organisation.

You have a right at any time to stop us from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes please let us know by contacting us at East Shallowford Farm by phone on: 01364 621392 or email to: info@shallowfordfarm.co.uk

Access to your information and correction

You have the right to access the information we hold about you. Please email your requests to info@shallowfordfarm.co.uk giving your full name an address and what information you need to know so that we can obtain this information for you.

We request that you maintain the accuracy of your information including, but not limited to, name, address, title, phone number, email address and bank details where relevant.

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Security and storage of personal data.

The Shallowford Trust is committed to keeping your personal information safe and secure. We have appropriate security policies and organisational and technical measures in place to help protect your personal data.

Changes to our privacy notice

We shall amend this privacy notice from time to time to ensure that it remains up to date and reflects how and why we use your personal data and new legal requirements

This privacy notice was last updated on 25th May 2018

Contact details

To exercise all relevant rights, queries or complaints please contact us at East Shallowford Farm by phone on: 01364 621392 or email to: info@shallowfordfarm.co.uk

You can contact the Information Commissioners Office on 0303 123 1113 or at the Information Commissioners Office at Churchill House, 17 Churchill Way, Cardiff CF10 2HH