

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').

Topics

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Who are we?

Heatree Activity Centre is a charitable company owned and run by the registered charity Heathercombe Brake Trust. Heatree Activity Centre 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 may receive your personal information via the following methods:

- Through correspondence with you;
- Through telephone and face to face communications with you;
- Via regulatory authorities;
- Via third party referral, and other parties connected with anything that we are assisting you with; and/or
- Through engagement of service providers, such as identity checks, and publicly available sources.

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 such as discussing or booking a visit to Heatree, volunteering, employment, donations etc.

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.

We may also collect information about you from a third party, such as 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 communicate with you, this may involve responding to emails or calls from you;
- To process enquiries or orders 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.

Your rights

Under the GDPR you have the following rights, which we will always work to uphold.

Right to be informed

You have the right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always

contact us to find out more or to ask any questions using the contact details set out at the end of this document.

Right of Access

If you want to know what personal data we hold about you, you can ask us for details of that personal data and for a copy of it (where any such data is held). This is known as a 'subject access request'.

All subject access requests should be made in writing and sent to the email or postal address shown at the end of this document.

There is not normally any charge for a subject access request. If your request is 'manifestly unfounded or excessive' (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

We may not be able to provide you with access to the requested information if it adversely affects the rights of someone else.

Right to Correction

You have the right to have your personal data corrected if any of your personal data held by us is inaccurate or incomplete.

Right to Erasure

This is also known as the right to be forgotten. You have the right to ask to delete or otherwise dispose of any of your personal data that we have if:

- It is no longer necessary for us to hold it for the purpose it was intended; or
- you withdraw previously given consent; and (in both cases) we do not have any other legal justification for holding that information.

Right to Object

You have the right to object to our processing of your personal data. If you object we will stop processing that personal data, unless we have compelling legitimate grounds for the processing, which justify its continued processing; or unless the processing is necessary for the establishment, exercise or defence of legal claims.

Right to Restrict Processing

You have the right, in some circumstances and subject to exemptions, to restrict the processing by us of your personal data. Where processing has been restricted, we will only process your personal data (excluding storing that data):

- with your consent;
- for the establishment, exercise or defence of legal claims;
- for the protection of the rights of another person; or
- for reasons of important public interest.

Right to Data Portability

This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data in a structured, commonly used and machine-readable format to re-use with another service or business in many cases.

We shall provide you with the requested data unless your request is manifestly unfounded or excessive, or if it adversely affects the rights of someone else.

Right not to be subject to Automated Decision Making

We do not currently use any automatic decision-making processes.

Right to make a complaint

If you believe that we have breached your data protection rights; please do contact us in the first instance using the contact details at the end of this document.

If you are still unhappy, you have the right to complain or report a concern to the Information Commissioner's Office. Details can be found at:

<https://ico.org.uk/concerns/>

Exercising your rights

You are under no statutory or contractual obligation to provide data to us. However, if you do not provide the information, we may not be able to provide the service properly or at all. If you wish to exercise any of your rights as set out in this section, please contact us using the details at the end of the document.

Lawful Basis for Processing Personal Data

Heatree Activity Centre considers that 'Legitimate interests' is the most appropriate lawful basis for processing your data.



For retention periods see 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 Heatree Activity Centre, events or fundraising.

We will not share your information with other companies for inclusion in their marketing.

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 Heatree Activity Centre office by phone on 01647 221307 or email to admin@heatree.org.

Access to Your Information and Correction

You have the right to access the information we hold about you. Please email your requests to admin@heatree.org 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.

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 14th September 2018.

Contact Details

To exercise all relevant rights, queries or complaints please contact Heatree Activity Centre office using the email address admin@heatree.org or phone 01647 221307. Documents may also be posted to Heatree Activity Centre, Manaton, Newton Abbot, Devon TQ13 9XE.

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.