

# Wild and Rooted Community Interest Company

How and why we collect, use and store people's information.



**This is our policy to describe how we ensure the privacy and security of information you share with us.**

*We wrote this policy on 5<sup>th</sup> February 2019. We will review it by 5<sup>th</sup> Feb February 2022 or sooner if needs be.*

## **Introduction**

This policy explains what information we collect from you and why, what we do with the information, what we won't do with it, and your rights regarding the information we collect. The policy applies to our website, our use of emails and text messages, written paper forms and any other methods we use for collecting information.

### **1. What information do we collect and why?**

We will only ever collect information that we need, this includes data that will be useful to help improve what we do.

We collect the following types of information:

- personal information (e.g. name, postal address, phone number, email address, date of birth (where appropriate), etc.)
- volunteering/learning plans (e.g. what you may want to learn from your participation with us and what you have done with us)
- Information about health conditions that may affect your safety or the safety of others when you are on site.

We collect this information in connection with specific activities, such as responding to requests for course information and newsletters, getting feedback, donations etc. The information is either needed to fulfil your request or to enable us to provide you with a more relevant service. You don't have to disclose information to browse our website.

### **2. What do we do with the information?**

We may use the information you provide for some or all of the following, as relevant to your involvement with us:

- support your needs whilst engaging in volunteering, conservation, training, Forest School or other sessions we provide.
- fulfil your requests – such as provide information on courses and events
- process donations, or other payments and verify financial transactions
- record contact we have with you (e.g. email correspondence)
- prevent or detect fraud or abuses of our services
- carry out research to improve our service.
- communicate with our supporters and participants
- help us keep track of who is using our service to help up be as inclusive as we can

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- provide you with information that we think may be of interest to you, e.g. courses or events run by Wild and Rooted that may be of interest to you. This could include courses on site or as part of an outreach initiative, or local or relevant events run by other organisations with similar ethos and aims to ours.

### 3. Sharing your information

We will only share your information if:

- We are legally required to do so, e.g. by a law enforcement agency legitimately exercising a power or if compelled by a court order
- We believe it is necessary to protect or defend our rights, property or the personal safety of our people or visitors to our premises or website
- We are working with a carefully selected organisations that provide a service to us, e.g. using Mailchimp and Ticket Source to help manage newsletters and bookings. We only choose partners we can trust to treat your information as carefully as we would, and who will only use the information for the purposes it was supplied.

### 4. Storing your information

Digital information

Contact details are kept within our [gmail](#), [Mailchimp](#) and [TicketSource](#) accounts which are password protected and accessed only by authorised staff. Clicking these links will take you to the relevant data security information for each service provider. Our computers run with robust anti-virus programmes to minimise breaches via the internet.

Information on paper

For practicality and safety on site, we keep relevant and necessary participant information in the original paper form. These are kept accessible to the first aider and session leader yet out of site. When off site, they are kept in a locked filing box.

We will keep your information only for as long as we need it to administer your relationship with us, to inform our research, to comply with the law, or to ensure we do not communicate with people that have asked us not to. When information is up-dated we will destroy data which is no longer relevant. When we no longer need information, we will dispose of it securely.

### 5. What we won't do with your information

We NEVER sell your information.

We will not share your information with other organisations unless you give us permission, unless as outlined in number 3 above.

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## 6. Your rights

The General Data Protection Regulation gives you certain rights over your data and how we use it. These include:

- the right in certain circumstances to have inaccurate personal data rectified, blocked, erased or destroyed
- the right to prevent your data being used for direct marketing
- the right of access to a copy of the information we hold about you (known as a subject access request)

## 7. More information

If you wish to exercise any of these rights, or anything to do with how we look after your information, please contact our Data Controller by emailing [wildandrootedcic@gmail.com](mailto:wildandrootedcic@gmail.com).

For more information about your rights under the General Data Protection Regulation go to the website of the Information Commissioner's Office at [ico.org.uk](http://ico.org.uk).

What stamina for reading all the way down to here!

I hope that by doing so, we have reassured you that we are only interested in using your information for the sensible running of Wild and Rooted CIC and its sessions.

Thank you and best wishes,

Helen.