

## **Olden Community Garden Privacy Policy**

Olden Community Garden is a Charitable Incorporated Organisation, Charity No 1158105

Olden Community Garden respects your privacy. This privacy policy sets out how we deal with your 'personal information' and tells you about your privacy rights.

### **What personal information do we collect?**

'Personal information' means any information about an individual from which they can be identified. The personal information we collect allows us to provide information to you about the activities of Olden Community Garden. It helps us to better understand our members, volunteers and supporters and improve how we engage and communicate, and to manage Olden Community Garden in pursuit of our charitable object.

Here is the personal information we may collect and use:

- your full name, address, telephone number and email address
- your subscription status, if you are a member
- your Gift Aid declaration, if you have provided it
- your agreement, if provided, to take and use your photograph

We collect information from:

- members, volunteers and supporters of Olden Community Garden
- representatives of community groups and partner organisations
- individuals who provide services to Olden Community Garden
- individuals who make bookings for the Garden House

### **How do we collect this personal information?**

We collect personal information from and about you in the following ways:

- You may give us information by filling in membership application forms, or booking forms, or by corresponding with us by email, telephone, post, text message. This includes personal information you provide when you express interest in becoming a member or being a volunteer or when making a booking, or when you agree to provide a service to us or to support us.
- We may receive personal information about you from third parties to whom you give permission to share your details with us, for the purpose of membership, gift membership, subscription fees, donations, Garden House bookings, or provision of services.
- Other mechanisms may be used for particular purposes; for example, Google forms may be used for surveys.
- We may take photographs at events in Olden Community Garden. If you have given permission for Olden Community Garden to take your photograph we may use it to promote our activities, on our website or other social media or publicity material.
- If you correspond with us generally, for example to raise a query, comment or complaint about any of our activities, we will collect any information you choose to send to us in that correspondence

### **How do we use your personal information?**

We will use your personal information only for specific purposes. We will never sell your personal information to other organisations. **We may use your personal information**

- to send you emails and Newsletters through our Mailchimp Database
- to communicate with you about your membership status, and provide information about membership, bookings, volunteering and other Olden Community Garden activities
- to monitor, develop and improve the activities of Olden Community Garden
- to comply with our legal obligations such as health and safety and our safeguarding duty where we may have a concern about your welfare
- to liaise with you if you provide a service to us
- to inform you about our Annual General Meetings, or other management, planning or administrative activity
- to process subscriptions, donations and Gift Aid, or other financial matters
- to communicate information from other relevant sources that may be of interest to you

The legal basis for using your personal information will depend on the circumstances in which we collect and use it, but will in most cases be because:

- you have provided your consent to allow us to use your personal information
- it is necessary in order for us to comply with a legal obligation such as health and safety, safeguarding, or crime and fraud prevention
- it is in our legitimate interests to use the information

### **Whom do we share your personal information with?**

We may share your personal information:

- with our committee members
- with third parties who provide services in managing Olden Community Garden, including Mailchimp for our database, and the gardeners with whom we have a contract to manage our volunteer workdays; we provide them with only the personal information they need to perform their specific services;
- with HMRC for the purposes of claiming gift aid
- otherwise, if you have consented
- if we have a legal duty to disclose it for other reasons

We require them to use your personal information for the exact purposes we specify and we require them to keep your personal information secure.

### **How long do we keep your personal information?**

We will keep your personal information for as long as is necessary to fulfil the purposes for which we collected it, including for satisfying any legal (including health and safety and safeguarding), accounting, or reporting requirements. In most instances information about your membership will not be stored for longer than 18 months after the termination of your membership, except that we are required to keep our accounting records for at least six years and our records relating to any gift aid claim for at least six years following submission of the claim.

You may request that your personal information is removed. We will delete data if requested by the relevant individual, unless we need to keep it for legal reasons.

### **How can you update or correct your information?**

To ensure the information we hold is accurate and up to date, members and volunteers need to inform Olden Community Garden of any changes to personal information. You can do this by contacting the Membership Secretary or Chair at any time (see below).

Should you wish to view the information that Olden Community Garden holds on you, you can make this request by contacting the Membership Secretary or Chair (see below). There may be certain circumstances where we are not able to comply with this request. This would include where the information may contain references to another individual or for legal, investigative or security reasons. Otherwise, we will usually respond within 28 days of the request being made.

### **How do we store your personal information?**

Your membership information is held on the Mailchimp database and may be accessed by the Membership Secretary and other committee members. Your membership forms, booking forms and personal information may be stored on password protected laptops or other devices belonging to Olden Community Garden committee members. Some information may be stored on Google forms or Dropbox.

### **How you can withdraw your consent to our storing and using your information.**

You can withdraw your consent at any time by contacting the Membership Secretary, email [oldengarden1@gmail.com](mailto:oldengarden1@gmail.com), or the Chair, phone 07940 502683. You can unsubscribe yourself from receiving Newsletters by clicking on the 'unsubscribe' link at the foot of an email sent via Mailchimp.

### **Contact**

Overall and final responsibility for data protection lies with the Olden Community Garden management committee, who are responsible for the activities of the charity. If you have any queries about our privacy policy please contact the Membership Secretary, email [oldengarden1@gmail.com](mailto:oldengarden1@gmail.com), or the Chair, phone 07940 502683.