

PRIVACY NOTICE - Supporters & Stakeholders

Updated May 2018 (new contacts 2021)

Privacy Statement

Our aim is to keep our supporters and stakeholders up to date with what is going on at LandWorks, and to inform you of events and other news. However you choose to be involved, we will always respect your rights and choices.

We promise to respect any personal data you share with us and keep it safe. We aim to be clear when we collect your personal information, and not do anything you wouldn't reasonably expect. Here we tell you what we will, and will not do, with your personal data.

If you have any questions about our privacy statement, or want to find out more about your rights, or obtain a copy of the information we hold about you, please contact the Charity Manager, Steve Bradford, on 01803 864891 or steve@landworks.org.uk.

Who we are

LandWorks is a Charitable Incorporated Organisation, registered in England and Wales (registered charity no.1166057). Our registered office is at Quarry Field, Dartington, Totnes, Devon TQ9 6EA.

Visit our website <http://www.landworks.org.uk> to find out more about our work and the ways you can be involved.

Our duty

In carrying out our charitable activities we process and store personal information such as names, addresses, telephone numbers, and email addresses relating to our supporters and stakeholders.

We are therefore required to adhere to the requirements of the Data Protection Act 1998 and the General Data Protection Regulation 2018. We take our responsibilities under these requirements very seriously and ensure the personal information we obtain is held, used, transferred and processed in accordance with the law. We also adhere to all other applicable data protection laws and regulations including, but not limited to, the Privacy and Electronic Communication Regulations.

How we collect information on you

When you sign up to LandWorks to receive updates, you register your details so that we can send our email newsletter or "blog" once a fortnight, and other occasional emails relating to project news, events, fundraising, or opportunities to be involved. We occasionally also use these emails to send surveys, approximately 1-2 times per year, to help us understand our supporters' engagement with the project.

We may also gather data from you when you make a donation, register for an event, volunteer, purchase goods or services, or if you provide us with your personal information for any other reason.

What data we collect about you

The personal information that we collect might include:

- Email address
- First name
- Last name
- Job title
- Organisation
- Address (Can be your organisation's address)

We may also ask you if you are a UK tax payer so that we can claim Gift Aid (please rest assured that we do not collect information about your actual tax payments, just whether you are a tax payer). We will never request personal information about your health or the health of your family members or friends.

Cookies

We use cookies to ensure that we give you the best experience on our website.

Cookies are text files, which identify a user's computer to our server. Cookies in themselves do not identify the individual user, just the computer used. Cookies help us identify which pages are most visited and which events or activities are of most interest. This information can be used to help us improve our website and services and ensure we provide you with the best service. Wherever possible, the information we use for this purpose will be aggregated or anonymised i.e. it will not identify you as an individual visitor to our website.

You can reject cookies. Most browsers allow you to refuse cookies. Information on controlling cookies or rejecting cookies is available from several web sites, e.g. <http://www.aboutcookies.org>

How we will use your data

We may use your information for a number of purposes including the following:

- To send you our fortnightly project "blog" and other occasional emails about project news, events and opportunities to be involved.
- For administration purposes, e.g. we may contact you about a donation you have made or a product or service you have purchased
- To transfer details to HM Revenue and Customs in respect of any Gift Aid claims
- For statutory and regulatory compliance

Where we keep your data

Your personal information is stored on our database which is password protected and access is limited to staff of LandWorks only.

We use MailChimp as our marketing automation platform to send you our blogs and project news. When you sign up to our online mailing list, the information you provide will be transferred to MailChimp for processing in accordance with their [Privacy Policy](#) and [Terms](#).

We use Donation Manager to process our online donations and submit Gift Aid claims to HM Revenue and Customs. Their Privacy Notice can be accessed [here](#).

Hoot Media manage our website. Their terms can be accessed [here](#).

Who your data will be shared with

We will not share or sell your data to third parties to use for their own purposes unless we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime. We will only ever share your data if we have your explicit and informed consent.

How we will keep your personal information secure

We ensure that there are appropriate technical controls in place to protect your personal details; for example, our online forms are always encrypted, and our network is protected and routinely monitored. Our website is covered by an SSL certificate.

We also take appropriate measures to ensure that the information disclosed to us is kept secure, accurate and up to date and kept only for so long as is necessary for the purposes for which it is used.

How long we keep your data

We will keep hold of your details until you tell us you no longer wish to hear from us, or the organisation closes down.

We will take into consideration our legal obligations, and tax and accounting rules, when determining how long we should retain your information. When we no longer need to retain your information, we will ensure it is securely disposed of, at the appropriate time.

What to do if you no longer want to receive emails from us

If you no longer want to receive our email updates, you can click the 'unsubscribe' button at the bottom of any of these emails. When you do this, we will still hold a record of your data on our Supporters database unless you request otherwise, but you will no longer receive mailings.

What to do if you want us to remove your data completely

If you want your data to be completely removed from our database, please email the Charity Manager, Steve Bradford, on 01803 864891 or steve@landworks.org.uk. We will then make sure that all your records in our system are deleted within 30 days. When this happens we will need to retain a 'skeleton record' which just states your name and "data removed by request" so that we know this operation has been completed.

Keeping your information up-to-date

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. You can also update your contact details by clicking on the 'update my preferences' button at the bottom of any blog and newsletter mailing from us.

Your rights

You have the right to:

- request a copy of the information we hold about you
- update or amend the information we hold about you if it is wrong
- change your communication preferences at any time
- ask us to remove your personal information from our records
- raise a concern or complaint about the way in which your information is being used

Changes to our Privacy Policy

We may change this Privacy Policy from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on the LandWorks website <http://www.landworks.org.uk/> or by contacting you directly.