



PRIVACY NOTICE – Supporters, Stakeholders, Staff, Worker and Volunteers

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.

We have separate privacy notices for trainees, which are provided to all trainees when they engage in LandWorks. Please get in touch if you would like a copy.

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 Operations Manager, Emma Richards, on 01803 864891 or emma@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 including, but not limited to, names, addresses, telephone numbers, and email addresses.

We are therefore required to adhere to the requirements of the Data Protection Act 2018 and the UK General Data Protection Regulation. 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

Staff and job applicants – when you apply for a job you send us certain information via CV and cover letter. We may collect more information about you via references, and if successful we process information about you over the course of your employment.

Volunteers – If you volunteer with us, we will collect some personal information from you and may receive information about you from Disclosure Barring Service (DBS), referees, local authority, partner organisations and training or accreditation providers.

Donors and supporters – When you donate to us, fundraise for us, purchase goods or services, or attend an event or activity, we collect personal information directly from you. Where we use third-party platforms (such as donation or event platforms), you provide your information to those providers and we receive relevant details to process donations, manage events, and maintain accurate records.

Newsletter subscribers and website visitors - 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. You may also give us information in the enquiry form on our website, or when you contact us via email with questions or comments.

What data we collect about you and our lawful basis

The personal information that we collect about you depends on how you interact with us, but it might include things like:

- Email address
- First name
- Last name
- Job title
- Organisation
- Address (Can be your organisation’s address)
- Allergies/dietary requirements

We may also ask you if you are a UK taxpayer 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 taxpayer).

We may ask about food allergies and dietary requirements when we provide food, so that we can plan and serve meals safely. We may also collect relevant health information where needed for employment, volunteering or safety purposes. We limit access to this information to those who need it for those purposes.

We identify a lawful basis to process data. For staff and job applicants this is contractual obligation, legal obligation, consent and legitimate interests, depending on the data involved.

For volunteers, we rely on legitimate interests and consent.

For donors, supporters and event attendees, we rely on legitimate interests to process donations, manage supporter relationships and maintain financial records. We use consent for marketing communications where consent is required. Where the conditions for the charitable purposes soft opt-in are met, we may use it to send relevant charitable communications, and you can opt out when we collect your details and, in every message. For newsletter subscribers, we rely on consent.

Where we process special category or criminal data (for example of staff and volunteers), we identify extra conditions to support our processing.

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>

Why we need and how we will use your data

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

- To assess your application and employ you, support you throughout your employment
- To allow you to volunteer with us/contact you about your volunteering
- 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
- We may occasionally use minimal donor profiling or segmentation based on the information supporters provide to us to help tailor our communications and fundraising efforts more effectively
- 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 share some staff information with HMRC where we have a legal obligation. We also share some staff data with data processors such as our external payroll provider.

If we have safeguarding concerns, we may have a legitimate interest in sharing personal data with relevant authorities.

In emergency situations, we may need to share data with the relevant emergency services where there is a vital interest.

We do not sell your personal information. We share information with service providers who process it on our behalf, as described above, and with other organisations where necessary for the purposes explained in this notice or where required by law.

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 keep newsletter subscription details while you remain subscribed. If you unsubscribe, we may retain the limited information needed to record and respect your choice, in line with our retention schedule

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 Operations Manager, Emma Richards, on 01803 864891 or emma@landworks.org.uk. If you ask us to delete your personal information, we will assess your request and remove information where the right to erasure applies. We will explain if we need to retain any information for a legal obligation or another valid reason. We may keep a limited record of your request where needed to make sure we respect your wishes.

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 in certain circumstances:

- 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
- object to the processing of your data
- ask us to pause or restrict our processing
- withdraw your consent if that is the lawful basis being relied upon
- raise a concern or complaint about the way in which your information is being used
- including complaining to the Information Commissioners Office.

Where processing is based on consent (for example, fundraising communications or participation in research), you may withdraw your consent at any time.

Please get in touch using the contact details in this notice if you'd like to discuss or exercise any of your rights.

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/>