

Hampshire Conservation Volunteers : Privacy Policy

1 Introduction

Hampshire Conservation Volunteers (registered charity No. 1059273) is committed to protecting your privacy and security and will ensure you remain informed and in control of your information. This privacy policy describes the personal data we hold and explains how and why we use that personal data.

The policy applies to anyone that HCV comes into contact with, including but not exclusively; members, volunteers, the general public and professional contacts.

You can decide not to receive communications or change how we contact you at any time.

We will **never** sell your personal data, and will only ever share it with organisations we work with where necessary and if its privacy and security are guaranteed.

Any questions you have in relation to this policy or how we use your personal data should be addressed to any committee member, listed in the latest newsletter, or by email to mail@hcv.org.uk

Wherever you see the words 'HCV', 'we', 'us' or 'our' in this policy, it refers to Hampshire Conservation Volunteers.

2 Information collection

We collect data you provide to us when you join or communicate with us.

The personal data that we hold may include the following :

- Name
- Postal address
- Email address
- Telephone number
- Requirements related to diet or allergy

For records relating to Members, we will additionally hold:

- Mailing and contact preferences
- Gift Aid eligibility
- Dates relating to membership
- Class of membership
- Details of subscriptions and donations

Some restrictions apply to persons under the age of 18, as detailed below under "Young People".

For records relating to clients and Associate Members, we will additionally hold:

- Organisation name
- Organisation contact role

3 How we use information

We use personal data for administrative purposes in pursuit of our objectives. These include:

- Processing membership subscriptions and donations (for example cheques, bank transfers, and gift-aid instructions). Members who choose to assist us by declaring eligibility for Gift Aid should be aware that we have a legal obligation to HMRC to hold their name, postal address and Gift Aid donation amount for a period of six years.
- Maintaining a database of members. We hold this data in support of our legitimate interest and that of our members, namely the provision of information relating to our activities and interests. We believe that you would expect to receive this information as a benefit of membership. Newsletters are provided by post or email, and are sent out to all our members unless you specifically ask us not to. Members can opt to receive details of forthcoming tasks and other events by email. If you respond by email your response will be stored on the database. Members without email, or those who have opted out of receiving details by email, can still book on by post, phone or verbally. Their bookings may or may not be stored on the database, but either way will be used to inform us of your intentions. This also applies to non-members who book on by any means.
- Creating task report forms. Paper records are kept for each task, and include a list of names of people attending or expected to attend. They may or may not be members. Details of accidents are also recorded, and are likely to refer to the persons concerned. These forms are used to generate a major part of the group's income, and may be kept for up to seven years.
- Emergency contact forms. At the start of a task we request new volunteers to complete a form with details of a person to contact in the event of an emergency. This form may also show any relevant medical conditions such as allergies. It is kept by the volunteer. Volunteers who have previously completed a form may be reminded to have it available. We do not keep these details. The usage of these forms is entirely optional.
- Other Correspondence. Since HCV does not have a dedicated office facility, written correspondence, either by post or email, is held by the committee member concerned in their personal files or email account.
- We use data to determine the success of our events and how best to fulfil our objectives.

4 Disclosing and sharing information

Occasionally, where we partner with other organisations, we may share information with them (for example, if you register to attend an event being jointly organised by us and another organisation). We will only share information when necessary and for the purposes that you have provided the data to us. We will never sell your personal data.

5 Young people

The following restrictions on attendance and membership apply to persons under the age of 18.

- Under 16's must have family membership with a responsible adult, and be accompanied by one on events. Names will be linked to the adult member's details. Personal contact details of an Under 16, such as mobile number and email, will not be required or stored. No

personal correspondence by email or telephone will be made with an Under 16 member. Under 16's may receive a personally addressed paper copy of the HCV newsletter at the responsible adult's address.

- 16 or 17 year olds can be an individual member or joint member, providing a responsible adult signs a statement on the membership form. If an HCV leaflet is used then a signed declaration written on the form will be considered acceptable. Contact details for the 16 or 17 year old can be stored on the database, with the permission of the responsible adult.

6 How we protect data

We aim to keep your data safe and to prevent unauthorised access to, or use or disclosure of your personal information.

Note: We cannot guarantee the security of your home computer or the internet, and any online communications (e.g. information provided by email or our website) are at the user's own risk.

Data related to members and our events is stored on a secure on-line application called TidyHQ, provided by an Australian company, Tidy Club Pty Ltd (ABN 88 609 879 601). Terms of service can be found on the website www.tidyhq.com

Under General Data Protection Regulations (GDPR), we are required to make sure that we use and store information for as long as it is required and for the purposes for which it was collected. How long information will be stored depends on the information in question and what it is being used for. We will regularly review the information that we hold and delete what is no longer required.

7 Your rights

We want to ensure you remain in control of your personal data. Part of this is making sure you understand your legal rights, which include:

- The right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as subject access request);
- The right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason);
- The right to have inaccurate data rectified;
- The right to object to your data being used for marketing or analysis;

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you believe that your personal interests, rights or freedoms are compromised by our use of your personal data, you must tell us and we are obliged under GDPR to act on your instructions.

8 Links to other sites

Our website contains hyperlinks to many other websites. We are not responsible for the content or functionality of any of those external websites.

If an external website requests personal information from you (e.g. in connection with an order for goods or services), the information you provide will not be covered by HCV's Privacy Policy. We

recommend that you read the privacy policy of any website before providing any personal information.

We operate a social media page on Facebook. Although this policy covers how we will use any data collected from those pages, it does not cover how the providers of social media websites will use your information. Please ensure you read the privacy policy of the social media website before sharing data and make use of the privacy settings and reporting mechanisms to control how your data is used.

9 Changes to this Privacy Policy

We will regularly review and amend this policy to ensure it remains up-to-date and accurately reflects how and why we use your personal data. The current version will be available on our website.

This Privacy Policy was last updated on 30th March 2020.