



# Privacy Policy

At the Herefordshire & Gloucestershire Canal Trust, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

## **Who are we?**

We're the Herefordshire & Gloucestershire Canal Trust, a charity dedicated to supporting the restoration of the Herefordshire & Gloucestershire Canal.

The Herefordshire & Gloucestershire Canal Trust is a registered charity no. 1010721.

## **How do we collect information from you?**

We obtain information about you when you use our website, when you contact us about our work or to donate, join our membership or volunteer for us.

## **What type of information is collected from you?**

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when.

## **How is your information used?**

We may use your information to:

- process a donation that you have made;
- carry out our obligations arising from any contracts entered by you and us;
- deal with entries into a competition or raffle;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested or that may be of interest to you. These may include information about campaigns, appeals, other fundraising activities, promotions of our work and volunteer opportunities.
- process a grant or job application.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as set out in any relevant contract you hold with us.

## **Who has access to your information?**

- We will not sell or rent your information to third parties.
- We will not share your information with third parties for marketing purposes.

## **Your choices**

You have a choice about whether you receive information from us. If you do not want to receive direct marketing communications from us about the work we do towards a restored canal, then you can let us know through the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time just by letting us know.

## **How you can access and update your information**

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please let us know.

You have the right to ask for a copy of the information the Herefordshire & Gloucestershire Canal Trust hold about you.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law please let us know, you can also make a complaint to the Information Commissioner's Office (ICO).

## **Security precautions in place to protect the loss, misuse or alteration of your information**

When you give us personal information, we take steps to ensure that it's treated securely. We do not hold sensitive information such as card details.

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

## **Use of 'cookies'**

Like many other websites, the Herefordshire & Gloucestershire Canal Trust website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. Cookies help us to improve our website and deliver a better service.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website.

## **Links to other websites**

Our website may contain links to websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

## **16 or Under**

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

## **Transferring your information outside of Europe**

Occasionally, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU to provide you with those services.

## **Review of this Policy**

We keep this Policy under regular review. This Policy was last updated in April 2018.

By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to **information@h-g-canal.org.uk**