

CWT Data Protection and Privacy Policy

Cheshire Wildlife Trust (CWT) is committed to protecting your privacy. This Data Protection and Privacy Policy describes the information we collect and how we use that information. CWT takes the processing of your personal information very seriously and will use your information only in accordance with the terms of this Data Protection and Privacy Policy.

WHAT INFORMATION DO WE HOLD AND HOW DO WE OBTAIN IT?

Generally we receive information about you from one or more of the following sources:

- Directly from you when you become a member, a volunteer, book onto an event, complete a survey form, sign a petition, applied for a job, contribute to an appeal etc.
- From a third party who knows you, eg. joint or gift memberships, green gifts etc. (If you provide us with details about any other person, for example a joint membership or gift then you must ensure that you have the express permission of that person to pass their personal details on to us and for us to use those details in accordance with this privacy policy. You should bring this privacy policy to their attention)

This information might include: name, address, phone number, email address, skills, occupation, credit card, debit card or bank account information.

If you send contact details through our website or by email we will keep them on our secure database to enable us to send you further information about Trust activities. Information received on paper forms or by letter will be transferred to our secure database and the original documents stored securely.

We do not keep a record of your credit card or debit card details in our database or on paper. If you give us your credit or debit card details over the phone these will be entered directly into our online payment service and will not be written down. If you provide us with your credit or debit card details on paper we will hold them only long enough to enter the details into our online payment service and the document will be immediately shredded.

We value your support and will not pass on information about you to anyone outside CWT. If you would prefer not to receive future information from CWT please inform us on info@cheshirewt.org.uk or telephone 01948 820 728.

Cookies

A cookie is a very small text file that is placed on your hard drive by the server of a web page you visit. It is an individual label, which identifies you as a visitor - it cannot deliver viruses. Cookies allow us to understand who is using our website, we will use this information as part of our general website statistics and it allows us to see information such as the number of visitors we have on the site and the pages they find most interesting. You can change your browser settings to provide access to or restrict the number of cookies which are used. You can find out more about how to do this by clicking the "Help" menu on your browser.

Customer Service Correspondence

If you send us correspondence, including emails and faxes, we retain such information in your records on our database. We will also retain customer service correspondence and other correspondence from CWT to you. We retain these records in order to keep records of our relationship, to measure and improve our customer service. We may, over time, delete these records if permitted by law.

FOR WHAT PURPOSES DO WE USE THE INFORMATION?

We may use your information for a number of purposes:

- To administer and maintain your records
- To respond to any query you might raise with us about your membership or voluntary work
- To update our systems and improve our service to you
- To keep you informed (by post, telephone or email) about CWT activities and ways you can get involved
- To use information about you for the purpose of research and statistical analysis
- To pass on information about you to banks and building societies for the purposes of collecting subscriptions

Our Contact With You

We like to communicate with our members, volunteers and supporters on a regular basis via email, including our email newsletter, volunteering update and information about specific events. You can choose whether to receive some, all or none of these communications when you complete the registration process, or at any time thereafter

We also communicate with our members, volunteers and supporters by email, phone or post to:

- respond to requests or queries;
- conduct customer surveys;
- discuss membership;
- resolve customer complaints.

We will send letters to your physical address to confirm the start of your membership; to remind you about payments; to inform you of problems with your payment; to confirm cancellation of your membership; to send you information about important changes to our procedures or services and to send notices and other disclosures required by law. Generally, users cannot opt out of these communications, but they will be primarily informational in nature rather than promotional.

CARING FOR YOUR DATA

CWT is committed to handling your data with high standards of information security. We undertake that we will have in place a level of security appropriate to the nature of the data and the harm that might result from a breach of security. We use computer safeguards such

as firewalls and data encryption, we enforce physical access controls to our paper files and we authorise access to personal information only for those employees who require it to fulfill their job responsibilities.

We further undertake that we will:

- Not hold information about you which is excessive in relation to the purpose or purposes for which it is processed
- Ensure that any information about you is accurate and where necessary up-to-date (to help us do this please keep us informed if any of your details change)
- Not keep data for any purposes longer than is necessary (we may retain records of your membership or voluntary service for a time after your involvement with the trust has ended to enable us to resolve any subsequent queries and comply with legislative requirements)
- Process your information in accordance with your rights under the Data Protection Act

Children and Vulnerable Adults Data Protection and Privacy

We only hold personal information for children under 18 or vulnerable adults that is reasonably necessary to enable us to manage their membership; volunteering activities; attendance at events, entrance into competitions etc. We do not share children's information with anyone. We ask that all children get their parent or guardian's permission before sending us any photos or other information or enter any personal details on our website.

On-line Payments

Our on-line payments and donations are managed by Charity Choice and PayPal and via their secure transaction pages. This is confirmed by a padlock image in the corner of the screen. If you pay using either of these sites we do not have access to the details of your credit / debit card. These are held by the payment providers. For further information about Charity Choice and PayPal please visit www.charitychoice.co.uk and www.paypal.com

Links from CWT website

Some pages on the CWT website include links to third party websites. These sites are governed by their own privacy statements and CWT is not responsible for their operations, including but not limited to their information practices. Users submitting information to or through these third party websites should review the privacy statements of these sites before providing them with personally identifiable information.

This Privacy Policy may be revised over time as new services are added or as we incorporate suggestions from our supporters. We may amend this Privacy Policy at any time by posting a revised version on our web site.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee may be payable. If you would like a copy of the information held on you please contact us.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.