**Woodseats Allotment Society Privacy Statement**

**How we use your information**

This privacy notice tells you what to expect when the Woodseats Allotment Society (WAS) collects personal information about you.

**People who use WAS services**

WAS offers goods, services, events and other activities to its Members and the public. We must hold the details of the people who have requested the goods or services in order to provide them. However, we only use these details to provide the goods or services the person has requested and for other closely related purposes. For example, we might use information about people who have attended an event to carry out a survey to find out if they were happy with the event and how it was organised.

We will hold information relating to any transactions carried out between you and us including your subscription to become a Member of the Woodseats Allotment Society and information relating to any purchases you make of our goods or services. This information will include including your name, email, year of birth, postal address, telephone and mobile number, membership type, allotment number, how you want us to contact you, what you purchased, for how much and how you paid for it (e.g. cash).

Some of our services to you are provided by third parties including the National Society of Allotment and Leisure Gardeners Ltd and EW King and Co Ltd (Kings Seeds). We will only share information about you that they require to provide services to you. This will include your name, email, postal address, telephone and mobile number. They may seek more information from you to provide the services you have requested.

We use a third party provider, Mailchimp, to deliver our e-newsletter. We may gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter.

We may offer you the option of using a third party provider to make an electronic payment for subscriptions, goods or services. Details of the provider will be clear to you at the time of your purchase. We do not hold details of payment cards used for electronic transactions.

For more information about how these third parties use the information you provide to them, please refer to their privacy policies.

We will use the information we hold about you to send you notices and reminders about our services, and to ask whether you wish to continue receiving them. You can stop receiving these notices and reminders at any time and we will make this process easy for you. Requests to stop receiving information and services will be processed as soon as possible, and within 10 working days.

We will monitor how you use these services to determine how popular they are and what improvements we can make.

Only Officers of Woodseats Allotment Society will have access to the information we hold about you and the ability to change it.

**Sharing Information With Members**

As a membership based organisation we want to make it easy for Members to engage with each other. We will only share your contact information with other Members with your explicit permission. You can tell us to stop sharing your information at any time.

**Visitors to our websites**

When someone visits [www.woodseatsallotmentsociety.org](http://www.woodseatsallotmentsociety.org) we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

**Use of cookies by the ICO**

You can read more about how we use cookies on our [Cookies page](https://e-voice.org.uk/help/cookies/)

**Website and Search Engine**

Our website and its search engine is provided by [Cambridge Open Systems](http://cambridgeopensystems.com/) using the [Voice](https://e-voice.org.uk/about-voice/) website platform. You are required to join Voice to contribute to the website and to use the Member’s area. This [e-Voice Privacy Policy](https://e-voice.org.uk/help/privacy/) tells you how your information is used.

**People who contact us via social media**

If you send us a private or direct message via social media the message will be stored by the social media provider. You should refer to their privacy policies for information about how they process your information.

**People who email us**

Our email service is provided by Google and Mailchimp. Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with WAS policies.  Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

**People who comment, enquire or complain about WAS and its services**

Where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry, any subsequent issues, and to check on the level of service we provide.

When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We usually have to disclose the complainant’s identity to whoever the complaint is about. If a complainant doesn’t want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

We will keep personal information contained in complaint files in line with our Data Protection Policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the ‘need to know’ principle.

**Complaints or queries about this Privacy Statement**

WAS tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy statement was drafted with brevity and clarity in mind. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

**Access to personal information**

WAS tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a ‘subject access request’ under the Data Protection Act 1998. If we do hold information about you we will:

* give you a description of it;
* tell you why we are holding it;
* tell you who it could be disclosed to; and
* let you have a copy of the information in an intelligible form.

To make a request to the WAS for any personal information we may hold you need to put the request in writing (or email) addressing it to our Secretary, to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting the Secretary.

**Links to other websites**

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

**Disclosure to Third Parties**

We will not provide your personal information to any third parties for direct marketing.

We may disclose information about you to third parties to the extent that we are required to do so by law.

**International data transfers**

Information which you provide may be transferred to countries (including the United States, Japan, Australia, Canada which do not have data protection laws equivalent to those in force in the European Economic Areas (EEA).

**Security of your personal data**

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

We will store all the personal information you provide on our secure IT systems. Data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

You are responsible for keeping your password and user details confidential. We will not ask you for your password.

**Destruction of Data**

We only hold information about you needed to provide you with information or services you have requested or subscribed to. We will delete this information within 10 working days of receipt of your request to stop receiving this information or subscribing to these services.

**Data Controller**

The data controller responsible for our website, and all information we hold about you is Woodseats Allotment Society.

**Changes to this privacy notice**

We keep our privacy notice under regular review. This privacy notice was last updated on XX March 2017.

**How to contact us**

If you want to request information about our privacy policy you can email us or write to:

Insert secretaries address…