

# Privacy Policy

At Wood That Works (wellbeing) CIC we are committed to respecting your privacy. We are transparent about what we do with your information and use your information in a way that you would reasonably expect.

- We will keep your details and personal information safe.
- We will not sell, trade or rent your personal contact details to any organisation.
- Our website is a safe environment.

## Our Privacy Policy

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. Personal information is any information that can be used to identify you. For example, it can include information such as your name, date of birth, email address, postal address, telephone number and credit/debit card details, as well as information relating to your health or personal circumstances.

### Why we ask for your data:

When you give us your data, we may use it for one or more of the following purposes:

- To manage, deliver and improve our services
- Collate anonymous statistics for funders
- To maintain our own accounts and records
- To contact you in the event of an alteration or cancellation of one of our services
- To fulfil our legal and/or regulatory duties
- To process a financial payment

The main ways we collect your data is when you sign up to a class, buy an item from our on line shop or make a donation(s), This could be over the telephone or on our online *contact us* form.

### IP Addresses and Cookies:

We use cookies on our website browser which do not collect personal data but rather collect information which helps us assess how the website is used and how it can be improved. We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns, and will not allow us to identify you as the user.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service.

They enable us:

- To estimate our audience size and usage pattern.
- To speed up your searches.
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of the Wood That Works (wellbeing) CIC Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

### **What do we do with your data?**

We store your data using secure and password-protected databases, including our internal systems. All our online systems use up-to-date encryption and security features to help prevent unlawful access. Where your data is kept in a physical format, it will be stored securely and then destroyed securely when the data is no longer needed.

We will never intentionally misuse or allow others to misuse any personal data Wood That Works (wellbeing) CIC collects or holds.

Your details are kept safely on our secure database.

### **We aide to:**

- The Data Protection Act (1998)
- The E-communications Act (2003)

## **Your rights:**

You have the legal right to access your data, or to change your data if it is inaccurate. You also have the right for the data to be removed, unless we have a legitimate reason for keeping it. You can request access to any information we hold about you by contacting our us at [woodthatworkslondon@gmail.com](mailto:woodthatworkslondon@gmail.com) or call 000 0000 0000.

Our site may, from time to time, contain links to and from the websites of our partner networks, affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

You can also let us know if you would no longer like to receive communications from us by e-mailing us at [woodthatworkslondon@gmail.com](mailto:woodthatworkslondon@gmail.com)

## **How we use sensitive personal data**

When participating in a class, we do sometimes ask for sensitive personal data, such as medical history, or emergency contact details for a next of kin. This will only be used to ensure your own safety and wellbeing when participating in one of our classes or projects.

Data protection law recognises that certain categories of personal information are more sensitive. This is known as sensitive personal information and covers health information, racial or ethnic origin, religious beliefs or other beliefs or a similar nature, political opinion and trade union membership. We would only collect sensitive personal information where there is a clear need to do so such as participation on a residential course, to ascertain what services are required to support you. Before collecting any sensitive personal information about you we will make it clear to you what information we are collecting and the purposes for collecting such.

If you're 16 or under...

If you are aged 16 or under, you must get your parent/guardian's permission before you provide any personal information on our websites. Wood That Works (wellbeing) CIC will ask for parent consent when any information is received from a young person who is under 16. We will always explain to parents and children why we require the personal data we have asked for, and what we will do with it, in a way which they can understand. Our privacy notices are clear, and written in plain, age-appropriate language.

## **Disclosure of Your Information**

We will keep your personal information confidential, and will not supply it to any third party without your consent, unless we are obliged or permitted by law to do so.

We sometimes use third parties to process your information on our behalf (for example, to process donations, provide statistical information for funding application, or analyse data). However, we require them to keep your information secure, following data protection laws and not to use it for their own business purposes.

### **Privacy statement changes**

Wood That Works (wellbeing) CIC may change this privacy statement at any time. Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

### **Get in touch**

We strive to be transparent and open so if you are concerned about anything that you read in this privacy statement or want to change how you hear from us, please don't hesitate to contact us at [woodthatworkslondon@gmail.com](mailto:woodthatworkslondon@gmail.com) or call 000 0000 0000.