



Privacy Policy

We are committed to safeguarding the privacy of our website visitors; this policy sets out how we will treat your personal information.

What information do we collect?

(1) personal information

a) Basic information

We will usually collect basic information about you, including your name, postal address, telephone number, email address.

We collect this data from you directly. This is via our website when making a booking or via email when gaining personal, medical and consensual information about your children whilst booking them into one of our activities.

Other ways in which we collect personal data to get to know you better include:

i) Our website

Our website uses 'cookies' to help provide you with the best experience we can. Cookies are small text files that are placed on your computer or mobile phone when you browse websites.

Our cookies help us:

- Make our website work as you'd expect
- Remember your settings during and between visits
- Improve the speed/security of the site
- Allow you to share pages with social networks like Facebook
- Continuously improve our website for you

b) Sensitive personal data

We do collect and store sensitive personal data (such as information relating to medical, dietary cultural, consensual preferences and emergency contact details).

When we do so, we will be very clear as to why we are collecting such information, and we will only do so with your specific consent and permission. In these situations, we collect the data from you directly.

If you are a volunteer or activity leader, then we may collect extra information about you, for example:

- references
- criminal records checks
- details of emergency contacts
- medical conditions

Smoke Tree Cottage, East Street, Amberley, Arundel, W. Sussex, BN18 9NN

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We may also collect sensitive personal data in the case of an accident/incident on our sites. This information will be retained for legal reasons, for safeguarding purposes and to protect us (including in the event of an insurance or legal claim). If this does occur, we'll take extra care to ensure your privacy rights are protected.

d) Children and young people

In line with data protection law, we will not collect, store or process a child's personal details if they are under 13 years of age; unless we have the express permission from the parent or guardian to do so.

(2) How do we store your data?

a) Security

All of the personal data we process is processed by ourselves. However, for the purposes of IT hosting and maintenance your information may be situated outside of the European Economic Area (EEA). This will be done in accordance with guidance issued by the Information Commissioner's Office.

Electronic data and databases are stored on secure computer systems.

b) Payment security

If you make an online payment for one of our activities, we will pass your credit/debit card details securely to our payment provider (PayPal).

Of course, 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.

c) Data retention policy

We will only use and store information for as long as it is required for the purposes it was collected for. We continually review what information we hold and delete what is no longer required.

(3) Disclosures

We may disclose information provided by you to any of our employees, or subcontractors insofar as reasonably necessary for the purposes as set out in this privacy policy.

In addition, we may disclose your personal information:

- to the extent that we are required to do so by law;
- in connection with any legal proceedings or prospective legal proceedings;
- to the purchaser (or prospective purchaser) of any business or asset which we are (or are contemplating) selling.

Except as provided in this privacy policy, we will not provide your information to third parties.



(4) International data transfers

Personal information that you submit for publication on the website will be published on the internet and may be available, via the internet, around the world. We cannot prevent the use or misuse of such information by others.

By submitting this information to us for such use, you expressly agree to such transfers of personal information.

(5) Security of your personal information

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 password and firewall protected servers, cloud-based storage and hard copies in secure storage in our premises. Where appropriate, all electronic transactions you make to or receive from us will be encrypted using SSL technology.

Of course, data transmission over the internet is inherently insecure, and we cannot guarantee the security of data sent over the internet.

(6) Policy amendments

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes.

(7) Your rights

You may instruct us to provide you with any personal information we hold about you. Provision of such information will be subject to:

1. the payment of a fee (currently fixed at £10.00); and
2. the supply of appropriate evidence of your identity (for this purpose, we will usually accept a photocopy of your passport certified by a GP, police officer, solicitor or bank plus an original copy of a utility bill showing your current address).

We may withhold such personal information to the extent permitted by law.

You may instruct us not to process your personal information for marketing purposes by email at any time. In practice, you will have given us prior permission to use your personal information for such use.



(8) Third party websites

The website may contain links to other websites. We are not responsible for the privacy policies or practices of third party websites.

(9) Updating information

Please let us know if the personal information which we hold about you needs to be corrected or updated.

(10) Contact

If you have any questions about this privacy policy or our treatment of your personal information, please write to us by email to: judy@greencaterpillar.org or by post to: The Data Controller, Green Caterpillar, Smoke Tree Cottage, East Street, Amberley, BN18 9NN

(11) Data controller

The data controller responsible in respect of the information collected on this website is Green Caterpillar.

JA2019

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