

# Ryehill Community Ventures

## PRIVACY POLICY



Ryehill Community Ventures is a company limited by guarantee, registered in England and Wales, Company Number 12906979. Our registered address is Victoria House, Bondgate Within, Alnwick, Northumberland, NE66 1TA

This Privacy Policy explains how Ryehill Community Ventures collects and uses your personal information. We encourage you to read this policy carefully.

### 1. OUR COMMITMENT

Ryehill Community Ventures is committed to respecting your privacy and ensuring the personal information you have entrusted to us is held securely. We process personal information in accordance with General Data Protection Regulations 2018 (GDPR).

### 2. CONTROLLERS AND PROCESSORS

A data controller determines the purposes and means of processing personal data. A data processor is responsible for processing personal data on behalf of a controller.

When we hold or use your personal information as a data controller we will alert you to this privacy policy and on request provide you with a copy of it. This privacy policy sets out in detail what information we hold about you (such as your contact details, address, etc.), how your personal information may be used and the reasons for these uses, together with details of your rights.

### 3. HOW WE COLLECT PERSONAL INFORMATION

We collect personal information in the following ways:

*Directly from you when you:*

- Make a payment or donation;
- Sign up to our mailing list to receive regular mailings from us;
- Visit our website (please see our Cookies section for more information);
- Apply to use the services offered by Ryehill Community Ventures;
- Contact us with an enquiry;
- Complete a survey;

#### **4. THE PERSONAL INFORMATION WE COLLECT**

We *may* collect the following personal information from you:

- Personal identifiers such as your title and full name;
- Contact details including postal address, post code, email and telephone numbers;
- How you found out about Ryehill Community Ventures;
- Records of your communications with us.

#### **5. WHY WE COLLECT YOUR PERSONAL INFORMATION**

- To process payments and any other donations;
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- When you visit our website, we may gather information about which pages you visit to help us improve and provide you with the best service;
- To determine and improve the effectiveness of our website and marketing campaigns;
- To keep you informed about our work;
- To enable us to contact you with relevant and the most appropriate information;

#### **6. PERMISSION TO CONTACT**

With your permission we would like to occasionally send you information about our work, news, and any special developments.

We will always ask for your permission to contact you by email or post and your details will never be shared with or sold to any third party for marketing purposes.

Ryehill Community Ventures is committed to respecting your choice to receive information. You can update your permission and contact preferences at any time by:

- Calling us on 01669 620978
- Emailing [ryehillcommunityventures@gmail.com](mailto:ryehillcommunityventures@gmail.com)

#### **7. WHO WE SHARE YOUR INFORMATION WITH**

Ryehill Community Ventures may be under duty to disclose your personal information where required in order to comply with any legal obligation.

#### **8. HOW LONG WE KEEP YOUR DATA**

Ryehill Community Ventures will only keep your personal information for as long as it is required and in accordance with statutory requirements. Where the information is no longer required, we will ensure that it is disposed of in a secure manner.

If you have indicated that you do not wish to hear from us in the future, we will keep the minimum information necessary to ensure we avoid contacting you any further.

## **9. SECURITY**

Ryehill Community Ventures is committed to keeping your personal information safe and to prevent unauthorised access, use, or disclosure of it. Unfortunately, no information transmission over the Internet is guaranteed 100% secure nor is any storage of information always 100% secure, but we do take all appropriate steps to protect the security of your personal information.

## **10. YOUR INFORMATION RIGHTS AND CHOICES**

The GDPR gives you the right:

- To request in writing and securely obtain copies of the personal information Ryehill Community Ventures holds about you;
- To correct or update your personal information processed by Ryehill Community Ventures;
- To request Ryehill Community Ventures to stop using your personal information for marketing purposes or for any other purpose where there is no legal requirement for continued processing.

The Privacy and Electronic Communications Regulations (PECR) gives you the right:

- To choose whether or not to receive communications from us by email, text or telephone.
- To know about the cookies Ryehill Community Ventures uses, so that you can decide whether to give us permission to store a cookie on your device. Please see the Cookies section for more information.

For more information about your information rights visit [www.ico.org.uk](http://www.ico.org.uk)

## **11. COOKIES**

Cookies are small text files that are placed on your computer by websites that you visit. Ryehill Community Ventures uses cookies to enable our website to function effectively, to improve your experience and to determine and improve the effectiveness of our website and marketing campaigns.

Here is a brief overview of the types of cookies we use on the Ryehill Community Ventures website, which consist of three categories:

- CMS cookies – our Ryehill Community Ventures website is created in a CMS (Content Management System) called Go Daddy which places a small number of standard cookies on your computer as you use it.
- Cookies to improve your experience – we use a small number of cookies on our website to help you get the best experience.
- Analytics – Examples include Google Analytics. Google Analytics cookies collect information about how visitors use a website and help us to continually improve our website. For instance, which pages visitors go to most often and if they get error messages from web pages. These cookies don't collect information that identifies you. All information these cookies collect is aggregated and therefore anonymous. Ryehill Community Ventures

uses this data to help us to understand: which pages people visit on the site, which internet browsers are being used and what is popular on our website.

***How to manage your cookie settings:***

Many web browsers such as Internet Explorer, Google Chrome, will allow some control over cookies through their settings. To manage your cookie settings, please refer to your browser software. For more information about cookies and how to delete them, visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org)

***Acceptance of cookie use:***

By using our website, you agree to our use of cookies. This is subject to any preferences or browser setting you may have.

**12. LOG FILES**

In common with most websites, our Site logs various information about visitors, including internet protocol (IP) addresses, browser type, internet service provider (ISP) information, referring / exit pages and date / time stamp.

We may use this information to analyse trends and administer the Site.

**13. REPORTING CONCERNS**

Please contact us if you have any questions, or would like to raise a concern about Ryehill Community Ventures' handling of your personal information. You can contact our Data Protection Officer, Paul Allen, by emailing [ryehillcommunityventures@gmail.com](mailto:ryehillcommunityventures@gmail.com) or calling 01669 620987.

You also have the right to lodge a complaint with the Information Commissioner's Office about how we manage your data.

**14. CHANGES TO THIS PRIVACY NOTICE**

Ryehill Community Ventures will review our privacy notice regularly. The terms of this notice may be updated at any time, for example, in the event of changes in law and how we operate. Please do check our website from time to time. If there are any significant changes in the way we process your personal information, we will provide a prominent notice on our website or send a notification.

**This notice was last updated on 9<sup>th</sup> November 2020.**