

What is this notice for?

This notice explains what we do with your personal data and the steps we take to keep it secure. It explains when and how we collect personal data, who we share it with, how we process it and what your rights are in respect of the personal data processing we carry out.

We have a data controller in respect of this website and any services described in this notice. Our ICO (Information Commissioner's Office) registration number is ZB831363.

When do we use your personal data?

To do things well we need to process some of your personal data. We do this whenever

- you use our website
- you undertake training either before or once you become one of our partners
- when you apply for paid employment with us
- we market relevant services to you
- we manage our relationship with you
- we conduct surveys with you to obtain your feedback about us
- you make a payment, use our online ordering system or request a refund
- you submit queries or complaints
- When you buy shares in the Elm Tree or make a donation.

It's worth remembering that personal data, which is covered by this notice, refers to information about you as an individual.

Where we do hold personal data on you, we don't keep it for any longer than we need it. See our retention periods for more details.

We will not sell your personal data and we do not allow organisations to use your personal data for anything that's not described in this notice. We might need to share your personal data to uphold your rights, our rights or the rights of other people and we may need to share your personal data to meet some of our legal obligations. See the data sharing section for more details.

You can find out more about how we meet our data protection law obligations here. This section also explains what rights you have in respect of the personal data processing we do, and how you can exercise them.

How can you contact us?

If you want to discuss how we use your personal data

- Write to us at friendsoftheelmtree@gmail.com

If you want to contact our Data Protection Officer

- Write to the Data Protection Officer, Friends of the Elm Tree, Lerret Cottage, Shop Lane, Langton Herring, Dorset DT3 4HU
- Send an email to friendsoftheelmtree@gmail.com

How do we use your personal data?

When you use our websites

Our websites use cookies. Cookies are small text files which websites store on the device you use to access our websites. Some cookies contain personal data. In general, we use cookies to run our website, monitor their use and understand how our customers use them. for more

How do we comply with data protection law?

We have adopted the measures that we believe are necessary to comply with Data Protection law.

Protecting your data

We protect the personal data we hold from theft, accidental loss, corruption and other threats that would have a negative impact on our customers. These protective measures include:

- Not collecting personal data that we don't really need
- Destroying or anonymising personal data securely when we don't need it any more
- Only allowing our staff and our suppliers to process the personal data they need to carry out their duties
- Encrypting personal data to render it useless to anyone who is not authorised to access it
- Making sure that staff are trained on how to handle personal data safely and securely and are fully aware of their personal responsibilities
- Binding our suppliers and partners to the same standards and duties of care that we hold ourselves to
- Protecting our websites, networks and IT systems from unauthorised access and from threats such as denial of service attacks, viruses and malware
- Making periodic checks that all of these measures are working well and making improvements to them when we think we can do better

Being accountable for what we do

The Data Protection Officer, who can be contacted using these contact details.

There are a set of checks we apply to make sure we process personal data fairly and transparently. These include:

- Providing you with clear and accurate information about why we need your personal data, what we do with it and how long we keep it for
- Checking that our business interests don't unfairly or unreasonably impact upon you or your rights
- Identifying personal data processing risks and reducing them to an acceptable level
- Responding honestly, clearly and promptly to enquiries we receive from you or from the Information Commissioner's Office

Making sure our processing respects the law

The ICO have published a helpful guide to lawful basis for the general public. The lawful basis we rely on for the processing we do are shown in bold typeface in this table:

Purpose	Lawful basis
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When you use our websites	We process this personal data because it is in our legitimate interests to provide a fully-functioning, accessible and useful website to our customers.
When you buy shares	We retain your personal and bank details to be able to send interest payments and update you on progress of the pub

Your rights

Data protection laws give you certain rights and as a responsible data controller, we are committed to uphold these for you:

Name of right	Description	How to make a request
Information	You have the right to know what we want your personal data for, what we will do with it, who we share it with and how long we keep it for. This is the primary reason for publishing this notice.	Send any questions you have about our privacy notices to friendsofthelmtree@gmail.com
Access	You have the right to be sent information about the personal data we have about you and a description of what we are using it for. This is also known as a 'subject access request', 'SAR' or 'DSAR'.	Send your request to friendsofthelmtree@gmail.com
Rectification	You have the right to ask us not to process inaccurate personal data or to ask us to correct it.	Send your request to friendsofthelmtree@gmail.com Some conditions and limits apply to these rights: you can find out more about these on the ICO website .
Erasure ('right to be forgotten')	You have a right in certain situations to ask us to delete your personal data.	
Restrict processing	You have a right in certain situations to ask us not to process your personal data.	
Object to processing	You have the right in certain circumstances to object to the fact that we are	

	processing some of your personal data.	
Portability	You have the right in certain circumstances to ask us to pass some of your personal data to another data controller on your behalf.	
Complain	You have a right to lodge a complaint with the UK Information Commissioner's Office or in some situations, another European Union data protection authority.	Send your complaint to the ICO . You can find a list of all European Union data protection authorities here .
Withdraw consent	Most of the personal data processing we do does not rely on your consent to make it lawful but any consent that we are relying on can be withdrawn by you if you decide you wish to do so.	Follow the unsubscribe instructions in any of the marketing messages we have sent you or send your request to friendsofthelmtree@gmail.com

Detailed information about all of these rights can be found on the [ICO website](#).

Responding to your questions

When you notify us that you want to exercise any of your rights, we will acknowledge your request as soon as possible and ask for any information we may need to verify your identity: if we don't already know who you are, we will ask you to send us a copy of your passport or photo-card driving licence, so that we can check your name, address and signature.

Once we have confirmed your identity, we will validate your request then gather the information we need to be able to respond fully to it.

Whilst we always try to carry out this work as quickly as possible, it may take us up to 30 days to respond to you in full. If your request is particularly difficult to respond to, we may ask you for any further information that will help us respond more quickly or ask you if there is some information that you want particularly urgently. We may also respond to your request in phases, as relevant information becomes available.

If we cannot satisfy your request within 30 days, we will write to you to tell you why, and when we expect to be able to provide you with a full response. If for any reason we decide that we should not respond in the way you have asked us to, we will provide you with our decision and our reasons for reaching it within 30 days.

Changes to this privacy notice

This notice is effective from 1st March 2025. You can check if the privacy policy has changed by revisiting this webpage at any time. If we make any significant changes to this policy, if we have your email address, we will email you to let you know.

