

# GL11 Community Hub Privacy Notice

## 1. Introduction

- 1.1. GL11 Community Hub (from herein referred to as GL11 CH) is committed to safeguarding the rights and privacy of users of our services and visitors to our website.
- 1.2. This Privacy Notice provides details of when and why we collect your personal information, how we use it, the limited circumstances when (with your permission) we may share your information with others, and how we keep it secure.

## 2. Personal Data

- 2.1. We hold your personal data in order to be able to provide our services as an advice and support organisation and to administer and evaluate our projects. The lawful basis for processing your information is therefore for legitimate interests – e.g. in order to be able to contact you in relation to your query, to support you in your volunteer role, to check on the status of your organisation, to administer events onto which you have booked, etc.
- 2.2. We will process information about your name, contact details and our contact with you. If we need to process special category information about you (such as health information) we will tell you and explain why we need to process that information.
- 2.3. We will retain your information while we are working with you / your organisation. We will retain information beyond this period in order to maintain an audit trail of our activity to inform future reports to our funders and to provide data for subsequent fundraising and grant making applications.
- 2.4. We keep personal data on computerised records and in hard copy format, in accordance with GL11 CH policies, and take care to store this information securely. We ensure that your details are accurate and kept up to date.
- 2.5. If the service we provide for you involves sharing data with another organisation we will inform you.
- 2.6. Unless you have specifically consented, we will not send you marketing information or newsletters.

## 3. Website Cookies, Google Analytics & Social Media Insights

- 3.1. We ask for your consent to our use of cookies when you first visit our website. Like most others, our website uses cookies to collect information, such as about pages viewed and your journey around our website. A 'cookie' is a small data file which is placed on your computer, tablet or smart phone as you browse this site. We do not use cookies to collect or record information on your name, address or other contact details.
- 3.2. You can disable cookies by changing your website browser settings to reject them. How you do this depends on which browser that you use.
- 3.3. When someone visits GL11 CH's website we use a third-party service, Google Analytics, to collect standard internet log in information and details of visitor behaviour patterns. This is so we can find out information including how many visitors there are to the site, which pages are most used, what information visitors

are searching for when they find our site and which other websites are referring visitors to GL11 CH's website.

- 3.4. This information is processed in such a way as to ensure that it does not identify any individual visitors to the site. User and event data (a visit to the site and what happens during the season) is retained for 14 months to enable us to report quarterly on our website analytics and it is then automatically deleted.
- 3.5. If you do not want us to collect information about your visit to our website using Google Analytics you can opt out of the Analytics service by installing an add-on for your browser.

#### **4. WI-FI**

- 4.1. We have Wi-Fi access available at GL11 CH. When you use our Wi-Fi the router automatically collects the MAC address and device ID for your device as it allocates an IP address. This data is automatically deleted within 7 days.

#### **5. GL11 CH Mailing List & Surveys (Third Party Data Processors)**

- 5.1. As part of the registration process for our e-newsletters we collect personal information. We only use that information to send you the e-newsletters that you have asked us to send to you. If you change your mind you can unsubscribe at any time by clicking the unsubscribe link in the foot of any of our e-newsletters, or by contacting us at [office@GL11.org.uk](mailto:office@GL11.org.uk)
- 5.2. We use a third-party provider to deliver our e-newsletters. If you sign up to the GL11 CH mailing list, your details will be transferred to our marketing automation platform (currently MailChimp) for processing in accordance with their Privacy Policy and Terms. We gather statistics around opening and clicks using industry standard technologies to help us monitor and improve our e-newsletters.
- 5.3. We sometimes need to collect personal information when conducting surveys, for example, if we need to contact you about your responses or if you would like to join one of our networks or forums. We may use third party providers such as Survey Monkey to gather responses. If you take part in one of these surveys your details will be transferred to these providers for processing in accordance with their privacy policies.

#### **6. Your Rights**

- 6.1. The General Data Protection Regulation (GDPR) provides several rights for individuals:
  - 6.1.1. The right to be informed about the information we process about you
  - 6.1.2. The right of access – to see the information we process about you
  - 6.1.3. The right to rectification – if any information held is inaccurate
  - 6.1.4. The right to erasure – should you decide we should not process information about you
  - 6.1.5. The right to restrict processing about you
  - 6.1.6. The right to data portability
  - 6.1.7. The right to object
- 6.2. Should you wish to exercise any of these rights please contact us through the following means:
  - 6.2.1. By email – [office@gl11.org.uk](mailto:office@gl11.org.uk)
  - 6.2.2. By telephone – 01453 548530
  - 6.2.3. By post – FAO CEO, GL11 Community Hub, Fairmead, Cam, Dursley, Gloucestershire GL11 5JS

**6.3.** Please provide your full name and contact details together with the nature of your requirements and your relationship with GL11 CH (e.g. former / current member of staff; trustee or other volunteer; service user; and timescales involved). We will respond within one month of receiving your request.

Further information can be found on the ICO website at [www.ico.gov.uk](http://www.ico.gov.uk)