



# Data Protection Privacy Policy

**The Centre for Ecotherapy is committed to protecting and respecting your privacy.**

We need to keep certain information on our employees, volunteers, service users and trustees to carry out day-to-day operations, to meet our objectives and to comply with legal obligations.

We are committed to ensuring this information is accurate and kept up to date, not held for longer than necessary, and kept safely.

This policy explains when and why we collect personal information about people, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

This policy applies to anyone that uses the Centre for Ecotherapy website, contacts us or attends our sessions.

## 1. Personal data that we process

How do we collect information from you?

We obtain information about you when you use our website, for example, or when you contact us to enquire about our organisation and our work, or to make a donation, or if you register to receive our newsletter/emails.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when. If you make a donation online or pay for one of our courses, your card information is not held by us, it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

If you attend our sessions we will keep a record and will ask you for some personal information to help us make the sessions enjoyable and safe.

## 2. How is your information used?

We may use your information to:

- facilitate the safe and effective running of our sessions and events and to send updates;
- process a donation or payment that you have made;
- carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested or that may be of interest to you. These may include information about fundraising activities or promotions of our services;
- process a grant or job application.

We are legally required to hold some types of information to fulfil our statutory obligations. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

## 3. Who has access to your information?

We will never sell or rent your information to third parties.

We only share information with defined project partners where necessary for the running of the project.

We will not share your information with third parties for any purpose except where a safeguarding concern is raised, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

### Third Party Service Providers working on our behalf

We may pass your information to our third party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process payments, donations and send you mailings). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

When you are using our secure online donation pages, your donation is processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions.

We may transfer your personal information to a third party if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply

our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

#### 4. Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely and that people cannot be identified. Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

#### 6. 16 or under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

#### 7. Transferring your information outside of Europe

The server for our website is based in the US. They state that they are fully compliant with the European Union's General Data Protection Regulation (and, therefore, this policy).

#### 8. Rights you have over your data

- We will not subscribe you to our newsletter list unless you have given your explicit consent. You can unsubscribe from our newsletter using the link in the email.
- You can change your preferences, withdraw your consent or ask us to update or delete your information at any time by contacting us by email: [info@centreforecotherapy.org.uk](mailto:info@centreforecotherapy.org.uk)
- You have the right to see the information that we hold about you.
- You have the right to lodge a complaint with the Information Commissioner if you feel your rights have been infringed.

A full summary of your legal rights over your data can be found on the Information Commissioner's website here: <https://ico.org.uk/>

Reviewed by Bayley and Dempster

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