

Privacy Policy



Who we are

The Triangle Community Garden is a UK charity, based in Hitchin, Hertfordshire, enabling and encouraging community participation in gardening, conservation and land-based activities. As well as our activities within the wider community, we run several projects for people with additional needs helping them to lead healthier, more active and more fulfilling lives.

Collection of your personal information from our website, etc

The Triangle Community Garden may collect and use the following kinds of personal information through this website and our online bookings processor:

- information about your use of our website including information obtained via cookies
- information that you provide during the use of our services/registration process/joining of our mailing lists, including your name, email address and telephone number for the purpose of making electronic bookings for services
- information about electronic bookings for services made via this website including dates, health/dietary information, times and locations of appointments
- information that you provide by joining our Friends Group, including your name, address, email address, telephone number, and records of your membership fees payments
- information that you provide for the purpose of feedback on this website and on any service provided by the Triangle Community Garden and any other information that you send to us.

We are collecting data for the following reasons:

- where it is in the **legitimate interests** of our organisation, see explanation below, (except where such interests are overridden by the interests, rights or freedoms of the data subject).
- where processing is necessary for the performance of a contract or to take steps to enter into a contract eg bookings
- where processing is necessary for compliance with a legal obligation eg payment of staff/suppliers
- where processing is necessary to protect the vital interests of a data subject or another person eg medical information we keep on members of our Ability projects
- where processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in our organisation as Data Controller

If you have any questions about the collection and storage of your Personal Information please contact us via the contact details at the bottom of the page.

What are 'Legitimate Interests'

In order to pursue our charitable objects, namely *'to provide a community garden for the recreation and education of people living in Hitchin and the surrounding area, in particular but not exclusively people with learning disabilities'* it is in our legitimate interests to communicate information about our community events, activities, projects and news to members of the community who have asked to be kept updated, to people who have volunteered to help us in our work and to our service users and their carers, personal assistants and Social Workers. As well as collecting names and email addresses to enable us to do this via our website, we also collect the email addresses and names of people who complete 'keep me updated' forms at our events and activities. We also collect contact details including names, email addresses, postal addresses and telephone numbers of our services users, their carers, next of kin, PAs and Social Workers, in the legitimate interests of our carrying out our charitable work. Similarly we may also collect mobile phone numbers of volunteers eg committee members, Garden Club members and regular volunteers.

Using personal information

The Triangle Community Garden may use your personal information to:

- enable your access to and use of the website to make electronic bookings for services
- publish your feedback on the website in a way that ensures your full name and personal data are not disclosed
- send you communications including but not limited to newsletters and promotions
- contact you for the purpose of discussing a booking that you have previously made
- contact you about a volunteering offer you have made

Your information will be held confidentially. If you subscribe to our email updates, the information you have provided for that purpose will be stored and used by our Data Processor (MailChimp) or their sub-Processor. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see [Mailchimp's privacy notice](#).

When you make a booking with us, the information you have provided for that purpose will be stored and used by our online Booking System Bookwhen. For more information, please see [Bookwhen's privacy notice](#).

Where we need to do so, the Data Processors or sub-Processors in question will be obligated to use that personal information in accordance with the terms of this privacy statement.

In addition to the disclosures reasonably necessary for the purposes identified elsewhere above, The Triangle Community Garden may disclose your personal information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, national security and in order to establish, exercise or defend its legal rights.

Linked websites

For your convenience, hyperlinks may be posted on our website that link to other websites. We are not responsible for the privacy practices of any linked sites or of any companies or organisations that we do not control, nor does our Privacy Policy apply to them. We encourage you to read the privacy statements on the other websites you visit.

Social media and Web analytics

Our social media accounts are managed by our own volunteers and staff via password protected devices. We use Google Analytics to analyse our web traffic. For more information, please see [Google's privacy notice](#).

Children

We do not knowingly collect or solicit personal information from anyone under the age of 18. If you are under 18, please do not attempt to register for the services or send any Personal Information about yourself to us. If we learn that we have collected Personal Information from a child, we will delete that information as quickly as possible. If you believe that a child under 18 may have provided us Personal Information please contact us via the contact details below.

Securing your data

The Triangle Community Garden will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information. We will take reasonable technical and organisational precautions to store, process and transport all personal information you provide in a secure manner.

How we share and disclose information to third parties

We do not sell your Personal Information to anyone under any circumstances.

Under certain circumstances we may be required to disclose your Personal Information in response to valid requests by public authorities such as the Police or security services.

How long do we keep your personal data?

We will endeavour to keep data only for as long as we need it. This means that we will delete it when it is no longer needed. We will keep some records permanently if we are legally required to do so and may keep some other records for an extended period of time to follow best practice. For example, it is currently best practice to keep employment records for five years and financial records for a minimum of three years, to support HMRC audits.

Updating this statement

The Triangle Community Garden may update this privacy policy by posting a new version on this website at any time. You should check this page occasionally to ensure you are familiar with any changes.

Your rights and your personal data

You have the right to access, correct, have erased, and object to processing your personal data. You can request any changes easily by telephone, email, or by post (see Contact Details below).

When exercising any of the rights, we may need to verify your identity for your security. Once we have received your request we will respond within one month. For the right to access there are no fees or charges for the first request but additional requests for the same data may be subject to an administrative fee.

We will confirm whether the data has been deleted or processing has stopped or the reason why this cannot be done (for example because we need it for our legitimate interests or regulatory purpose(s)).

If you want to make a complaint about the way we have handled your personal information, you can contact the Information Commissioner's Office which oversees data protection law – www.ico.org.uk/concerns.