

Sustainable South West Herts CIC **Privacy Notice and Data Protection Policy**

Statement of intent

At Sustainable South West Herts CIC (SSWH), we know that the strength of our organisation is dependent on the support and confidence of our all those that engage with us, from volunteers and Directors to members of the public, who give us their time, energy, and donations.

We understand the trust that is placed in us when sharing individuals data, and we will always do our utmost to respect that trust and protect personal information. We need to collect different types of information, including personal data, to ensure that we communicate with those that we work with across the community including our volunteers and members of the public to enable us to share updates about our work and areas of shared interest as well as to ensure we communicate through identified preferred channels.

Our full privacy policy is explained below, but the main points to note are:

- We will only ever ask for what we really need to know.
- We will collect and use the personal data that you share with us transparently, honestly and fairly.
- We will always respect your choices around the data that you share with us and the communication channels that you ask us to use.
- We will put appropriate security measures in place to protect the personal data that you share.
- We will never sell your data.

Should you have any questions regarding this policy, please email repaircafe@sustainablewherts.uk

1. Privacy notice and policy

This is the privacy policy of Sustainable South West Herts CIC (SSWH).

SSWH is the data controller and processor of your information under the conditions of the Data Protection Act 2018. The 2018 Act replaces the 1998 Data Protection Act from 25 May 2018.

You can contact us by email at repaircafe@sustainablewherts.uk

2. Introduction

At SSWH we take your privacy very seriously and we're committed to protecting your personal information that you've shared with us. The statement below explains how we collect and use the information which you give us.

Our aim is to safeguard your privacy whilst providing a personalised and valuable experience.

Collecting personal information is necessary if we are to satisfy the expectations and requirements of those to work with us with across the community. It's also a legal requirement for some of the things we do such as processing donations.

Our commitment to you:

- We will collect, process and use the personal data that you share with us in a way that is fair, transparent, and honest.
- We will only hold and use the personal data that you share with us in the ways you say we can.

- You have the right to amend or withdraw your consent about the ways in which we hold and use your personal data at any time.
- We will always respect your personal data rights as detailed in current data protection legislation.
- As a responsible organisation, we will always comply with our responsibilities and obligations as detailed in current data protection legislation.
- Where we have your consent to do so, we may share the information that you provide to us with other organisations with which we are working; for example, on campaigns or activism activities. We will tell you who they are when we ask for your consent to do this. If you don't want us to share your data with them, you simply need to tell us. You can also amend your consent at any time by contacting Watford and Three Rivers Friends of the Earth.
- We will update the data that you have shared with us regularly, and ensure it is accurate.
- We will do all that we can to protect the personal data that you share with us through reasonable technical and organisational safeguards and measures.
- We will always comply with the current UK Information Commissioner's Office guidance

All the data that we use is held in accordance with the requirements laid out in current data protection legislation. If you have any requests concerning your personal information or any questions about how we manage our data, please email repaircafe@sustainableswherts.uk. Rest assured – you won't be charged for asking for this information.

3. Ways in which we use your personal information

In some areas of our website and other communications, we ask you to provide personal information that will enable us to enhance your site visit or contact you with information you request or that may be of interest to you. We also collect your details when you email or call us with an enquiry or complaint so we can respond effectively to you. We also collect details if you register with us to be active part of one of our events so we can keep you informed of event information/ updates/ changes etc.

We may analyse the personal information you provide and may make use of additional information sources to help us build a better profile of you. This helps us to understand you better, to improve the service we're able to provide and to make sure our communications to you are as relevant as possible. We may also use your personal information to detect and reduce fraud and credit risk, helping to keep you, and us, as safe as we can.

We also collect and process personal data about our suppliers, sponsors, subcontractors, and individuals associated with them. The data is held to manage our relationship, to contract and receive services from them.

We will only ever use your data in line with our commitments to you.

4. Our communications

We will only ever contact you directly using the methods for which you have given your clear consent.

We want to give you as much control over the ways we communicate with you as possible. If you'd prefer we did things differently – or even stop contacting you entirely – all communications from us will always explain how to opt-out of future communications or change your preferences. Our aim is to give you complete control over how we use your personal data that you share with us.

5. How we hold and process your personal data

To ensure that we communicate with you through your preferred channels (e.g. email, phone or text message), you can update your preferences at any time. To change your preferences, please email repaircafe@sustainableswherts.uk.

To be compliant with the Data Protection Act 2018, we need to have a legal basis through which we may hold and process your data. Having completed the relevant assessments, SSWH is using the following legal basis for storing and processing personal data:

- contract for communicating with our volunteers;
- consent for communicating with non-members.

This privacy policy is governed by the laws of England and Wales.

We process personal data in relation to our suppliers and their personnel as necessary to receive their services. We collect and hold personal data as part of our supplier contracting procedures. We monitor the services provided for quality purposes, which may involve processing personal data.

6. Sharing your data

We will never sell your details to other organisations.

If you've given your specific consent for us to share your data, we may share your contact details with the organisation(s) specified.

We will sometimes use approved third party partner agencies to process information on our behalf. Third parties with which we share your information are only authorised to use that information to fulfil their contractual obligations to us. They are not permitted to use it for any other purpose. We retain full responsibility for how your personal information is used and we conduct comprehensive checks on these companies before we work with them and periodically throughout the duration of our relationship.

Our third party data processors are:

- Eventbrite – used for event bookings
- Fasthosts – used to host our website, CRM system and some of our mailboxes and mailing lists
- ActionNetwork – used for our mailing list

7. Keeping your details up to date

The accuracy of your information is important to us. If you change your home or email address, or if any of the other information we hold is inaccurate or changes in any way, or even if you simply wish to check that the data you have shared with us is up to date, please email repaircafe@sustainableswherts.uk

8. Security

We know how much trust you place in us when you share your personal data. Because of that we place great importance on the security of your personal information and will always take appropriate precautions to protect it. This applies both to the physical security of the data that we hold, and the high level of digital security features that we use.

Even with all these precautions, no data transmission over the internet can be guaranteed to be 100% secure. So, whilst we strive to protect your personal information, we cannot guarantee the

security of any information which you disclose to us online and you must understand that you do so at your own risk.

We take care to protect your personal information. We take steps to ensure that access to personal information is restricted to volunteers who need it and that all SSWH volunteers who handle personal information are fully trained and kept up-to-date on our data management, security and privacy practices. Our volunteers are notified and reminded about the importance we place on privacy, and what they can do to ensure your information is protected.

9. Internet-based transfers and processing

The Internet works as a global environment. This means that using it to collect and process personal data often involves the international transmission of data, and on occasions processing of personal data by third parties (including social media companies) outside the European Economic Area.

Although this may happen, you can be reassured that the data will always be held securely and in line with the requirements of UK data protection legislation. However, we want you to be aware that by communicating electronically with us, you understand and agree to our processing of personal data in this way. If you do not agree to your personal data being processed by social media companies, please email repaircafe@sustainableswherts.uk.

10. Changes

We may make changes to this policy from time to time. If we change our Privacy Notice and Data Protection Policy we will post the changes to our website, and will hold a record of the changes that we make. When we make significant changes to this policy we will communicate with our supporters to tell them what has changed. Please revisit the policy when you want to confirm how we use your personal information.

11. Access to your personal information

Under the General Data Protection Regulation, you have the right to request and be sent:

- confirmation that your data is being processed;
- access to your personal data; and
- other supplementary information that we hold about you.

You can make a request by emailing repaircafe@sustainableswherts.uk. We will take steps to confirm your identity before releasing any information to you. We will not charge you for providing the information that you request. We will respond to your request within one calendar month of the request, unless there are exceptional circumstances.

12. Your rights and acceptance of this policy

By sharing your consent preferences, and using our sites, you consent to the collection and use of information by SSWH in accordance with this Policy. If you do not agree to this policy, please do not use our sites.

Any personal information submitted via our websites is treated in accordance with current UK data protection legislation (from 25 May 2018, we will be working in accordance with the Data Protection Act 2018). To find out more about your entitlements under the current and future data protection legislation, visit the [**Information Commissioner's website**](#).

13. Privacy policy for minors

The protection of minors is very important to us, so we won't actively seek opportunities to collect personal information from under-18s. However, we don't want to exclude under-18s from opportunities to support our work either (with the exception of donations), so we may sometimes

need to store their personal information. Where appropriate, we'll ask under-18s for their date of birth to make sure they're completely excluded from our fundraising activities.

Minors should always ask a parent or guardian for permission before sending personal information to anyone online.

14. Information retention

We will hold your personal information on our systems for as long as is appropriate for the activity that you are supporting. If you ask for your personal information to be deleted we will manage your request in a transparent way, and in line with our data retention policy.

We retain the personal data processed by us for as long as is considered necessary for the purpose(s) for which it was collected, after which we delete data including images. There may also be occasions which will require data to be kept for longer; however this will typically be for legal purposes. We regularly review the data we hold to ensure it is held in line with consent of the person who shared it with us.

In addition, personal data may be securely archived with restricted access and other appropriate safeguards where there is a need to continue to retain it. We will periodically review this data, to ensure that it is still relevant and necessary.

15. Email

Whilst we will take all reasonable steps to protect and secure your personal data, we cannot guarantee the confidentiality of any messages transmitted between you and us via email as these are potentially accessible by the public. We will not be liable to you or anyone else for any loss relating to any email message sent by you to us or by us to you.

16. Sensitive information

When using or subscribing to our services, you may choose to provide us with information which is defined as sensitive personal information under the terms of the Data Protection Act 2018. Examples of sensitive information include details of your ethnicity or state of health. As with all the personal information which you provide to us, we shall use and store this information carefully in accordance with this privacy policy. We will always explain why we are collecting this kind of information if we ever ask for it, and we will always ask for your consent to use this data.

17. Review of this policy

This policy will be reviewed every 2 years, or sooner if needed.

Last Reviewed: 7th March 2026

Next Review Due: March 2027

Approved By: Board of Directors – Sustainable South West Herts CIC

The Data Protection Officer for SSWH is: Anna Addison, she can be contacted via repaircafe@sustainablewherts.uk.