



Privacy Notice

Camphill Devon takes the privacy of its Service Users and Supporters very seriously. This privacy notice applies to how we collect and use any personal information you provide to us and that we collect, whether via phone, email, letters, on line or in any other correspondence from third parties. It is in line with the requirements and stipulation of the General Data Protection Regulation (GDPR), which comes into effect from 25th May 2018.

Who we are:

Camphill Devon Community Ltd is a charity registered with the Charities Commission under charity number 278173 and a company limited by guarantee and registered in England and Wales under company number 1435068.

Our registered address is:

Hapstead Village, Buckfastleigh, Devon, TQ11 0JN

Personal information we may collect from you

Personal information (data) is information that relates to an identified or identifiable individual. What identifies an individual could be as simple as a name or a number or could include other identifiers such as an IP address or a cookie identifier, or other factors.

GDPR recognises that certain categories of personal information are more sensitive. This is known as sensitive personal data and covers health information, race or ethnic origin, religious beliefs and political opinions as well as sexual orientation, genetic data or biometric data.

We may collect and process the following information about you:

- Information that you give us, for example when you make an enquiry about our support services, job opportunities, volunteering and donations together with the details necessary to respond to your enquiry (name, address, phone numbers, email address etc.)
- Information that you provide by filling in our forms
- Information that you provide to us when you write to us, including by email or when we speak to you by telephone
- Information that you provide to us by completing feedback or surveys
- Details of your visits to the Camphill Devon website and the resources you access to enable us to monitor and improve our services.

How we will use information about you

We will only use your personal information in accordance with at least one of the six legal grounds available to us under Data Protection Law and the General Data Protection Regulation (GDPR). Most commonly, we will use your personal information in the following circumstances:

- To enable us to provide our services to you (contractual necessity / legitimate interests)
- To enable us to engage your support (legitimate interests)
- Where we need to comply with a legal or regulatory obligation (compliance with legal obligations)
- Where you have provided your consent (consent).



We may use information about you in the following ways:

- Information will be used to administer our engagement with you, to keep a record of which services you have subscribed to and to deliver the services you have consented to. You have the right to ask us not to process your personal information for direct marketing purposes. If at any time you wish to opt out of directing marketing, please contact privacyofficer@camphilldevon.org.uk
- To ensure that contact from the Camphill Devon website is presented in the most effective manner
- To carry out our obligations and enforce our rights arising from any contracts entered into between us
- By submitting your details to us, we may contact you to request your feedback and views to help us improve our services.

We do not sell your personal information to any other organisations.

The basis of our legitimate interests:

- To keep our records up to date and to monitor how our Service Users and Supporters use our services and goods
- To develop our services and goods
- To help us improve our services
- To respond to enquiries from members of the public
- To monitor who we deal with to protect our charity against fraud and other risks

Please note that we may process your personal information for more than one lawful basis depending on the specific purposes for which we are using your information. Please contact us if you need details about the specific legal basis we are relying upon to process your personal information.

Where we process sensitive personal data we will make sure that we only do so in accordance with one of the additional lawful grounds for processing such as where we have explicit consent or you have made the information manifestly public. This will be on the basis of legitimate interests of vital interests. When we do this, we will tell you what sensitive personal data we are collecting and why.

Access to your information

You have the following rights under data protection legislation in relation to the processing of your personal data:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- The right to prevent automated decision making and -profiling.

Should you wish to exercise these rights, we will respond within 30 days of receipt of your written or verbal address and once we have confirmed your ID. There will be no charge for this action. The email address for the Privacy Officer is privacyofficer@camphilldevon.org.uk



Where you have provided consent for our use of your personal information, you always have a right to withdraw your consent at any time.

Where we store and process your personal information

Camphill Devon is responsible for the processing of your personal information and is based in the United Kingdom. Data that is provided to us is stored on our secure servers and paper copies of information are stored securely.

We do not intend to transfer your personal information outside the European Economic Area (EEA). If, at a future date, we were to transfer data outside the EEA, we would only do so where we are sure that there is an adequate level of protection in place for personal data. By submitting your data, you agree to this transfer, storing or processing.

Our technology services providers or other contracted service providers may also have access or store data for us, but solely for use on behalf of Camphill Devon in accordance with our instructions and under our control.

This privacy policy covers just processing by Camphill Devon and does not cover any processing which may be carried out by your Internet service provider.

Disclosure of your information

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason, and that reason is compatible with the original purposes. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us. Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

We may share your personal information with an external third party processor for the purposes of the provision of our services to you and to help us improve our services.

We require all third party processors to respect the security of your personal information and to treat it in accordance with the law. We do not allow our third party processors to use your personal information for their own purposes and only permit them to process your personal information for specified purposes and in accordance with our instructions.

How long do we retain your data?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including the purposes of satisfying any legal and regulatory requirements.

To determine the appropriate retention period for personal information, we consider the amount, nature and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal requirements.

In line with the GDPR, we will review personal information held with us periodically.



Cookies

Camphill Devon's website uses Cookies to help the site provide a better user experience.

Cookies are small text files that are stored on your computer when you visit our website and enable information to be remembered by the website during your visit.

Full details of Cookies used on our website can be found at

<https://www.camphilldevon.org.uk/cookie-policy/>

Other websites

Camphill Devon website may contain links to other websites from time to time. If you follow a link to any of these websites, please note that they have their own privacy policies and we do not accept any responsibility or liability for these policies.

Changes to our privacy policy

This privacy policy may occasionally be updated or amended therefore we advise you to revisit this page regularly. This privacy policy was last reviewed on 25 May 2018.

How to contact us

In line with the requirements we are not obliged to appoint a Data Protection Officer but if you have any questions about our privacy policy or information we hold about you, please contact us:

by email to the Privacy officer privacyofficer@camphilldevon.org.uk;
or write to our Privacy Officer at the registered address set out above.

You also have the right to appeal to the Office of the Information Commissioner which is the UK supervisory authority for data protection issues: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF <https://ico.org.uk/>
Telephone: 0303 123 1113.

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