



River Bourne Community Farm

Privacy Policy

Last Updated: May 2018

This is the general privacy policy for River Bourne Community Farm. It sets out what information we collect about you, how we use and store it and how you have the right to control or remove your information from our databases.

WHO ARE WE?

River Bourne Community Farm is a 'not for profit' Community Interest Company. We are a working traditional farm that is open to the public and focuses on running educational courses, school visits and providing visitor experiences. We also hire out buildings for parties, weddings and workshops, groups and events. On site are: 'Cafe @ The Farm', 'Giant Steps Day Nursery' (www.giantstepsdaynursery.co.uk) & 'Able Hands Together CIC' (www.ablehandstogether.org.uk) who operate independently and have their own Privacy Policies

WHAT INFORMATION DO WE COLLECT ABOUT YOU?

We collect information about you when you make a purchase at our site or online, register for an event, experience or course, or register for our e-news mailing list on our sign-up forms or tick an 'opt-in' box on one of our forms when using one of our services. We also collect information when you enter our competitions or register for special offers.

WHAT IS THE LEGAL BASIS FOR HAVING YOUR DATA?

The 'legal basis' is our reason under data protection law for having this information. You can find out more about these at <https://ico.org.uk> When we are providing you with a product or service your personal data is held under the basis of contract. We will only ask for the information we need and will only use it for administration and provision of the product or service.

To develop what we offer to guests and as educational experiences, we use data for analysis, including customer comments and feedback. The basis for this is legitimate interest. Whenever possible, data is anonymised for these purposes.

In some areas we have a legal obligation to keep data such as on purchases and incident reports.

For other areas we will ask for consent – this means we would like to use the information for a specific stated purpose and are asking your permission. If you give your permission it is only for this purpose, and you may withdraw permission at any time.

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HOW WILL WE USE THE INFORMATION ABOUT YOU?

We collect information to process your purchase or booking, and to manage your membership of 'Friends of the Farm'. If you contact us with queries or feedback, we will use your information to respond. We will only use your data in a manner that is appropriate considering the basis on which that data was collected.

For example, we may use your personal information to:

- reply to enquiries you send to us;
- handle donations or other transactions that you initiate;
- where you have specifically agreed to this, send you marketing communications by email relating to our work which we think may be of interest to you.

MARKETING

We would like to send you information about our ongoing work and future events and offers which may be of interest to you. If you have given permission for this, you may withdraw this at any time by contacting us.

We do not share your information with other organisations for marketing purposes.

MEDICAL INFORMATION

Some events and experiences require us to obtain medical and emergency contact information. This helps us ensure that all participants are safe to take part. In the unlikely event of an incident they allow us to contact a suitable person and to pass essential information on to emergency services.

In most cases these forms are destroyed at the end of the event or experience. If there was an incident, the form would be kept with the incident report which is stored for 5 years as part of our Health and Safety records.

HOW LONG DO WE KEEP YOUR DATA?

We take the principles of data minimisation and removal seriously and have internal policies in place to ensure that we only ever ask for the minimum amount of data for the associated purpose and delete that data promptly once it is no longer required.

- We have to keep all data relating to purchases and other financial transactions for 6 years for our tax records.
- Incident reports are kept for 5 years for our health and safety records

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- Medical information forms are destroyed at the end of the day they are needed, unless there has been an incident, or it will be needed for a future event and you have asked us to keep it on file instead of giving a new one.
- Customer feedback and complaints are kept for 3 years from the year of contact
- 'Friends of the Farm' member data is kept for contact for the duration of membership; members are also added to our e-news mailing list as part of their subscription. As a transaction it is also kept by Finance for 6 years.
- You may also unsubscribe at any time from any of our databases.

ACCESSING OR AMENDING YOUR INFORMATION

You have the right to request a copy of the information we hold about you. If you would like a copy of some or all of the information we hold, please email admin@riverbournecommunityfarm.org.uk

We want to ensure that your information is correct and up to date, so you are also entitled to ask us to update or remove information which you think is inaccurate.

REMOVING OR RESTRICTING YOUR INFORMATION

You have the right to request that we remove your information from our records, or stop using it for particular purposes. We will do this wherever possible, with the following exceptions:

- If restriction would prevent us providing a service you have asked for (e.g. membership/booking) and you still wish to receive the service
- Where we have a legal obligation to retain the information
- There may be other situations where our business interests require us to keep your data, and we will advise if it is not possible to remove your data entirely in our response



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WEBSITE & SOCIAL MEDIA

Cookies are not used on the farm website. The website does not hold financial or other sensitive information.

Our websites contains links to other websites. This privacy policy only applies to our websites so when you link to other websites you should read their own privacy policies.

Facebook – we do not hold any data on individuals who interact with us through Facebook. We respond to contact made on Facebook via the Facebook interface, but encourage contact to be made by email to receive a full response. Marketing via Facebook is controlled by Facebook.

CHANGES TO THE POLICY

We review and update our policies regularly, and any update will be made available on our websites.

HOW TO CONTACT US

Please contact us if you have any questions about our privacy policy or information we hold about you.

- By email at admin@riverbournecommunityfarm.org.uk
- By mail at River Bourne Community Farm, Cow Lane, Laverstock, Salisbury, SP1 2SR
- By telephone on 01722 330667