

# **Sudbury Town Neighbourhood Forum**

## **Privacy Policy**

### **About Us**

We are the Sudbury Town Neighbourhood Forum, a volunteer group set up under the Localism Act 2011. This Privacy Policy gives you information about when, why and how we collect and use your data and how we keep it secure. This Policy also covers any other parties who provide any amount of information to the Neighbourhood Forum.

### **Personal data we hold**

We hold the following categories of personal data:

1. Personal data you provide to us. This includes information you give when you apply for membership, communicate with us, sign up to receive communications from us, make a donation, volunteer or enter into a contract with us. For example, we may hold:
  - personal details (name, date of birth, current address, email address, telephone numbers etc.)
  - details of the ways in which you wish to be contacted by us.

Generally, this information includes any offline or online data that makes a person identifiable.

2. Your activities and involvement with the Neighbourhood Forum will result in personal data being generated. This could include:
  - details of your areas of interest in the Forum's activities
  - your attendance at meetings and events
  - where you have asked us for information or written to us
  - your visits to our website
  - how you have helped us by volunteering or by donating money to us.
3. We sometimes receive personal data about you from third parties, for example, if we are partnering with another organisation.

If you follow the Neighbourhood Forum on any social media, or if you post on any of the Forum's social media pages, we may be able to collect information about you. You can

adjust your settings and privacy policies on each social media platform to manage what information might be accessible.

#### 4. Special category ('sensitive') personal data

There are some situations where we may need to collect or store special categories of personal data. Information about your gender, ethnicity, religion or disability may be used from your membership application form or communication with us. Other information may include, for example, if you work or volunteer with us or apply to do so, or if we need to know about any access, medical or dietary requirements you, or someone in your care, may have.

### **How we use your personal data**

#### 1. General use

We collect the information described above to help us keep you up to date with the Sudbury Town Neighbourhood Plan and the activities of the Forum. We use the information to:

- communicate with you about the activities of the Forum
- advise you about meetings and other events
- advise or consult about activities or events relevant to the Neighbourhood Plan, its implementation or developments within the Neighbourhood Plan Area or surrounding areas
- comply with a legal duty.

In any event, we will only use your personal data for the purpose or purposes for which it was obtained.

#### 2. Marketing

We use your personal data to communicate with you to promote our activities and events and to help with fundraising. This includes keeping you up to date with our events and to send you general information about membership, fundraising and other ways you may be able to support.

#### 3. Administration

We use your personal data for administrative purposes including:

- receiving donations (for example, Direct Debits or gift-aid instructions)
- maintaining databases of our members and other supporters
- processing enquiries and requests for information
- managing feedback, comments and complaints we receive
- helping us respect your choices and preferences.

## **Disclosing and sharing your personal data**

We will never sell your personal data.

We may share your personal data with contractors or suppliers who provide us with services.

Occasionally, we may arrange events with other organisations, and we may share your personal data with such organisations, for example where you register to attend events. We will only share information when necessary.

We may be required to share your data with regulators or with other organisations in line with the law (e.g. local authorities, for prevention of crime, the Charity Commission, Companies House).

## **Fundraising and marketing communications**

### **1. Consent**

Unless you've already given us your email address or telephone number so that we can tell you about making donations to us or about events, we must ask you to 'opt-in' to receive fundraising and marketing emails from us. You have the choice as to whether you want to receive or continue to receive these messages. You are also able to select how you want to receive them (email, text) and to change your preferences at any time.

When you receive a communication from us, we may collect information about your response, and this may affect how we communicate with you in future.

## **Data security**

### **1. Protection and storing your personal data**

We are committed to protecting the personal information you share with us. We take reasonable and appropriate measures to ensure your information is protected from unauthorised access and improper use.

We will store your personal data within the United Kingdom, or on servers in a country with an adequacy regulation such as the European Economic Area.

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your personal data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

The security of your personal data is important to us, however no method of transmission over the Internet, or method of electronic storage is 100% secure. While we endeavour to use any acceptable means to protect your personal data, we cannot guarantee its absolute security.

## 2. Retention of your personal data

We will only retain your personal data for as long as it's required for the purposes for which we collected it. How long we keep your personal data for will depend on:

- our legal obligations
- the nature and type of information we are processing and the reason for which we collected it.

We continually review what information we hold and will delete personal data which is no longer required.

## **Control of your personal data**

### 1. Your rights

Under data protection law, you have rights which allow you to have a say in how we use your personal data. These are called Data Subject Rights. You have:

- the right to know whether we hold your personal data
- the right to receive copies of the personal data we hold about you (a 'subject access request')
- the right to have your personal data erased (however this is conditional on why we are storing your personal data)
- the right to have inaccurate personal data corrected (rectification)
- the right to object to your personal data being used for direct marketing or profiling
- the right to be given a copy of personal data that you have provided to us electronically (and which we process automatically on the basis of your consent or the performance of a contract) in a common electronic format
- the right to have any automated decisions made about you explained by a person.

Under data protection law, we have one month to fulfil any of your data subject rights. In certain situations, we may extend the statutory deadline by a further two calendar months. We may also ask you to provide further information to help us identify you (such as ID) or identify where you have interacted with the Forum. Where this is the case, the request will only be considered valid on receipt of this information.

Sometimes we can't fulfil your data subject rights request in the way that you may expect. This is because an exemption may apply, or we are processing your information for a lawful reason which may mean that you can't exercise that right. Where appropriate, we will inform you of the decision.

## 2. Complaints

Should you have a complaint about how we have used ('processed') your personal data, you can complain to us directly by contacting the Forum's Chairperson in the first instance.

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at [www.ico.org.uk](http://www.ico.org.uk).

### **Children and young people**

We do not knowingly collect personally identifiable information directly from anyone under the age of 18. If we become aware that we have collected information without verification of parental consent, we take steps to remove that information from our records. When communicating with children, we will ensure we will use plain, clear language that they can understand on how we use their personal data.

### **Cookies**

Cookies are small files that are placed on your computer, mobile device or any other device by a website, containing the details of your browsing history on that website among its many uses. These Cookies are essential to provide you with the best possible experience and to allow you to make use of certain functionality.

### **Links to other websites**

Our website may contain links to other external websites. We are not responsible for the content or functionality of any such websites.

If a third-party website requests personal data from you (for example, in connection with an order for goods or services), the information you provide won't be covered by this privacy policy. We suggest you read the privacy notice of any other website before providing any personal information.

### **Changes to this Privacy Policy**

We may amend this Privacy Policy from time to time to ensure it remains up-to-date and continues to reflect how and why we use your personal data. You are advised to review this Privacy Policy periodically for any changes. The current version of our Privacy Policy will always be posted on our website.

### **Contact Us**

If you have any questions about this Privacy Policy, you can contact us by email at [info@thestn.forum](mailto:info@thestn.forum)