

# Forest of Dean Climate Action Privacy Policy

## This Privacy Policy explains:

- What information we collect and why we collect it.
- How we use that information.
- The choices you have and your rights, including how to access and update information

## 1. Who we are and how you can contact us

Forest of Dean Climate Action is the data controller (also referred to as “FoDCA”, “we”, “us” or “our” in this privacy policy).

You can contact us by email at [info@forestofdeanclimateaction.org.uk](mailto:info@forestofdeanclimateaction.org.uk), or at our correspondence address:

Forest of Dean District Council  
High Street  
Coleford  
Gloucestershire  
United Kingdom  
GL16 8HG

## 2. Types of personal information that we collect

We may collect, store and transfer personal information about you in the following ways:

### Data you give to us

- When you use our website;
- When you email or send letters to us for any reason;
- When you engage with us on social media;
- When you sign up to become a partner;
- When you apply or sign up to volunteer with us;
- When you apply to work for us;
- When you sign up to our newsletter;
- When you provide us with responses to consultations or calls for evidence;
- When you conduct business with us;
- When you talk to us on the phone;
- If you provide photographs and images of yourself

### Data we collect when you interact with us

- Name, address, and other contact information;
- Feedback (written or electronic);

- Your social media username

#### **Data exchanged with third parties we work with**

- Social networks;
- Government and law enforcement agencies;
- Identity and contact data from publicly available sources;
- Referrals from individuals or organisations in response to our enquiries and searches to assist us in growing our supporter network and engaging with communities and industry bodies of relevance to our work;
- Any organisation underwriting our contract with you;
- Other technical specialists required to complete our work for you

#### **Data we collect about you**

We may collect, use, store and transfer different kinds of personal information about you which we have grouped together as follows;

- Identity data – Name, title, date of birth, gender, photographs/video including event photographs or videography.
- Contact data – address (home or work), email address or telephone numbers, social media addresses.
- Technical data – internet protocol (IP) address, browser type and version, OS and platforms and other technology on devices you use to access our website (Information is used for optimisation)
- Profile data – feedback and survey responses.
- Usage data – information about how you use our website.
- Marketing and communication data – your preferences in receiving marketing/communications from us.

### **3. How we use your personal information**

We use the information that you have given us in order to increase our network of Forest of Dean residents and organisations that can help or benefit from our work. We also use the information to maintain our database of supporters and partners, and to contact you from time to time for these purposes.

We may share this information with individuals and organisations that are members of our working groups only for these purposes. We will not share any information with third parties unless required by law to do so.

#### **Opting Out**

Under the General Data Protection Regulations (GDPR), the lawful basis we rely on for processing this information is that we have your consent. You are able to remove your consent at any time by contacting us using the contact details provided at the top of this document.

## Change of Purpose

We will only use your personal information for the purposes for which we collect it unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. 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.

If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis that allows us to do so.

Please note that we will not process your personal information without your knowledge or consent, in compliance with the above rules, and only where this is required or permitted by law.

## 4. Who we share your personal information with

We may have to share your personal information with the parties set out below for the purposes set out above.

External Third Parties such as:

- IT companies who support our website and other systems based in the UK or EEA.
- Organisations that help us provide support and assistance.
- Operating companies such as delivery couriers based in the United Kingdom or EEA.
- Organisations based in the UK or EEA where we hold joint campaigns and provide and need to share data to carry out campaign activities.
- Professional advisers including lawyers, bankers, auditors and insurers based in the UK or EEA who provide consultancy, banking, legal, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities based in the UK who require reporting of processing activities in certain circumstances.
- Forest of Dean District Council who assist with the administration of the FoDCA. Their privacy policy can be found here: <https://www.fdean.gov.uk/about-the-council/information-data/privacy-notice/>

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

We require all organisations who we share your data with to respect the security of your personal information and to read it in accordance with the law. We do not allow any of our service providers 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.

## 5. Failing to provide personal information

Where we need to collect personal information by law, or under any terms of our partnership and you fail to provide that data when requested we may not be able to proceed with any arrangements including continued partnership, provision of support or assistance. In this case, we may have to cancel the arrangements you have with us, but we will notify you if this is the case at the time.

## 6. Data security

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used, or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those members, employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

In the case of any suspected personal information breach, we will notify you and any applicable regulator (including the ICO) where we are legally obliged to do so.

## 7. How long we keep your information

We will retain your personal information for as long as necessary to fulfil the purposes we collect it for, including for the purposes of satisfying any legal, accounting, or reporting 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 requirement.

## 8. Your data protection rights

Under certain circumstances, you have rights under data protection laws in relation to your personal information. Information about your rights are as follows:

- **Request access** to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the data you provide to us
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us to continue processing it. You also have the right to ask to delete or remove your personal information where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal information to comply with local law. Note,

however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your Fundamental rights and Freedoms. You also have the right to object where we are processing your personal information for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information that override your rights and freedoms.
- **Request restriction of processing** of your personal information. This enables you to ask us to suspend the processing of your personal information in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even it we no longer require it as you need it to establish, exercise or defend legal claims; or (all you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- **Request the transfer** of your personal information to you or to a third party. We will provide to you, or a third party you have chosen, your personal information in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- **Withdraw consent** at any time where we are relying on consent to process your personal information. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. Please contact us at the Provincial address above.

### **No Fee Usually Required**

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

### **What we may need from you**

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal information (or to exercise any of your other rights). This is a security measure to ensure that personal information is not disclosed to any person who has no right to receive it. We may also contact you to ask you For Further information in relation to your request to speed up our response.

### **Time limit to respond**

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated

## **9. Making a complaint**

If you have any concerns about our use of your personal information, you can make a complaint to us at [info@forestofdeanclimateaction.org.uk](mailto:info@forestofdeanclimateaction.org.uk) or write to us at:

Forest of Dean District Council  
High Street  
Coleford  
Gloucestershire  
United Kingdom  
GL16 8HG

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>