



POLICY DOCUMENT

Title:	Privacy Policy (External)
Date:	March 2024
Scope:	All beneficiaries/supporters
Introduction:	<p>The Barnstondale Centre takes the privacy of its beneficiaries and supporters very seriously and adheres to all aspects of the Data Protection Act 2018 (DPA 18) and the UK General Data Protection Regulations (UK GDPR). It should be noted that GDPR does not apply to information already in the public domain.</p> <p>The personal data that we hold is relative to your relationship with us. It will include personal information if you have voluntarily provided that to us (for instance, a contact method such as home address, phone number and/or email).</p> <p>By visiting our website, using our services or participating in our activities, you agree to your personal information being collected and used in the manner set out in this Privacy Notice as updated from time to time.</p> <p>When updated, should there be any material changes and/or changes that could negatively impact you we will make reasonable efforts to notify you in advance and give a reasonable time period for you to object to such changes.</p>
Who We Are:	<p>When we say 'we' or 'us', 'Barnstondale' or 'Barnstondale Centre' in this Policy, we're generally referring to the separate and distinct legal entities that make up The Company (although it does depend on the context).</p> <p>The Barnstondale Centre is a charity registered in England and Wales (1087502).</p> <p>The Barnstondale Centre is a charitable company registered in England and Wales (04201418).</p> <p>The Barnstondale Centre specialises in the provision of outdoor leisure and educational activities for groups, for primary and secondary schools, non-school groups, such as clubs and uniformed groups and other third sector organisations.</p> <p>For the purposes of the General Data Protection Regulation 2018 (GDPR), we are the Data Controller and when carrying out certain contractual responsibilities on behalf of third parties, the data processor.</p>
Information We Hold:	<p>Barnstondale will collect and store personal data that you provide us with to fulfil our contractual obligations for a booking or service you have purchased from us. If you give consent, we will also communicate with you our news, special offers, events and other content where you have expressed an interest, using your chosen method/s of opt-in contact.</p> <p>For the purposes of marketing, Barnstondale will collect and store the basic personal data that you have provided; to make contact regarding the information you have requested using the methods you have agreed. This information will be</p>

	<p>retained to allow us to maintain ongoing contact and to promote the legitimate marketing interests of Barnstondale. Your marketing data will be kept with us until you notify us that you either no longer wish to receive information, or you request that your information is erased. You can request to no longer receive information from us at any time, either via phone, by email or on our website, see the end of this Privacy Notice.</p> <p>The data that we directly collect from you will be stored on our servers inside the UK, however any website analytics processed by Google may be held outside the EEA, in accordance with the EU-US Privacy Shield. By submitting your personal data, you consent to this retention and processing.</p> <p>Barnstondale does not broker or share your data with third parties unless this is needed to fulfil our legal, contractual and/or marketing fulfilment. We will not collect any personal data from you that we do not need to provide or manage the services outlined. At all times Barnstondale will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with GDPR and other data protection legislation.</p>
<p>How we use the Information:</p>	<p>The Barnstondale Centre receives and stores information you enter on our website or give us via telephone or email. This includes information that can identify you (“personal information”), and may include your first and last name, telephone number, postal and email addresses. If you correspond with us regarding a booking, enquiry, event or complaint, we may also keep details of that correspondence. You can choose not to provide information to us, but in general some information about you is required in order for you to register a booking, purchase event tickets, participate in a survey, competition or promotion, sign up for a newsletter or ask us a question.</p> <p>We will also collect and store personal data to fulfil our legal responsibilities in the reporting of accidents, incidents and safeguarding concerns and to help us in our future management of these risks. This information may include full name, address and occupation of injured/involved person; date and time of accident/incident; location of accident/incident; cause and nature of injury/incident.</p> <p>We use credit card information (such as cardholder name, credit card number, and expiration date) for the purpose of completing any bookings or event purchases that you conduct on our site, which is PCI compliant. We use other information about you for the following general purposes: to provide you with the products and services you request; to provide you with booking confirmations and updates; to manage your booking, including processing bills and providing booking notifications; to communicate with you in general; to respond to your questions and comments; to allow us to contact you for customer service, if necessary; to measure interest in and improve our products, services, and website; to resolve disputes, collect fees, or troubleshoot problems; to prevent potentially prohibited or illegal activities; to enforce our Booking Terms and Conditions (T&Cs); and as otherwise described to you at the point of collection.</p>
<p>Conditions Where We May Share Your Information:</p>	<p>When we believe it is appropriate to investigate, prevent, or act regarding illegal or suspected illegal activities; to protect and defend the rights, property, or safety of Barnstondale, the website or users of the website; and in connection with our Terms and Conditions and other agreements. In connection with a corporate transaction, such as a sale, merger, consolidation, or asset sale, or in the unlikely event of bankruptcy.</p> <p>In the event of an emergency, such as your child or pupil being taken ill whilst on our site, we may share information that you have provided us regarding your child including medical information, as well as your personal details with members of the</p>

	<p>emergency services or medical professionals. Your rights and choices with respect to the collection and use of your information will always be respected.</p>
<p>Use of Cookies:</p>	<p>A cookie is a small plain text file used to store information relating to a visit to a website or an opened email campaign. Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies, such as an email marketing campaign. These files can be used to personalise and improve your digital and marketing related experiences.</p> <p>There are various ways that you can manage cookies, most web browsers will allow you to disable the cookies you don't want. Please be aware that changing your cookie settings will affect all websites you visit unless you specify otherwise. Disabling cookies may also affect your browsing experience as some website functionality, such as logging in, will not work without them.</p> <p>Please note that these opt-out mechanisms themselves use cookies, and if you clear the cookies from your browser your opt-out will not be maintained. To ensure that an opt-out is maintained in respect of a particular browser, you may wish to consider using the Google browser plug-ins available HERE.</p>
<p>Social Media:</p>	<p>You can choose to access certain third-party social media websites and services (such as Facebook) through our site. When you do so, you are sharing information with those sites and the information you share will be governed by their privacy policies (including that the site may share information with us). You may be able to modify your privacy settings with these third-party social media websites. Please refer to the relevant provider policies for more information.</p> <p>The 'Help' section of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether. Please note that if you refuse to accept cookies from Barnstondale, you may not be able to access portions of our site.</p> <p>If any part of the Barnstondale website links you to other websites, those websites do not operate under this Privacy Notice. We can't accept any responsibility or liability for the privacy policies of other sites. Barnstondale recommends that you examine the privacy policies posted on these other websites to understand their procedures for collecting, using, and disclosing personal information.</p>
<p>Data Security:</p>	<p>We make it a high priority to appropriately protect the security and confidentiality of the personal information you provide to us. All information you provide Barnstondale is stored on our secure servers. Any payment transactions will be encrypted using SSL (Secure Sockets Layer) technology.</p> <p>Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site – any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.</p>
<p>Your Rights As A Data Subject:</p>	<p>At any point whilst Barnstondale is in possession of, or processing your personal data, all data subjects have the following rights:</p> <ul style="list-style-type: none"> • Right of access – you have the right to request a copy of the information that we hold about you. • Right of rectification – you have a right to correct data that we hold about

	<p>you that is inaccurate or incomplete.</p> <ul style="list-style-type: none"> • Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records. • Right to restriction of processing – where certain conditions apply, to have a right to restrict the processing. • Right of portability – you have the right to have the data we hold about you transferred to another organisation. • Right to object – you have the right to object to certain types of processing, such as direct marketing. • Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling. <p>If Barnstondale refuses your request under rights of access, we will provide you with a reason as to why, which you have the right to legally challenge.</p>		
Contact Us:	<p>If you would like to exercise one of your rights as set out above, or you have a question or a complaint about this Policy, the way your personal information is processed, please contact us by one of the following means: E-mailing: info@barnstondale.org (title the email: FAO CEO). Writing to: CEO, Barnstondale Centre, Storeton Lane, Barnston Wirral. CH61 1BX</p>		
Status of Policy:	<p>The Company reserves the right to depart from this Policy where circumstances demand it and to review and vary this Policy from time to time.</p>		
Signed	Jon Muspratt CEO	Dated:	March 2024