

# Windlesham FoR Privacy Statement

[www.windleshamfor.com](http://www.windleshamfor.com) is the website of the Windlesham Field of Remembrance of WindleshamFoR.

This means that WindleshamFoR are the “Data Controllers” of this website. We operate this website to communicate with our members and raise the profile of the WindleshamFoR. We use the lawful basis of consent, legitimate interests and compliance with a legal obligation for processing personal data. We use a limited amount of third parties that process personal data either directly on our website or indirectly through external lines to the service providers own webpage.

Preservation of your privacy is important to the WindleshamFoR and we are committed to letting you know how we use your personal information, keeping personal data safe and secure and to making only responsible use of your data. We ask you to read this Privacy Notice and Cookie Notice in full prior to your engagement and if you have any questions or concerns to contact us at [sec.wfr@gmail.com](mailto:sec.wfr@gmail.com)

*This notice may be updated from time to time: Last updated November 2022*

## Full Notice

### 1. Who we are

[www.windleshamfor.com](http://www.windleshamfor.com) is the website of the Windlesham Field of Remembrance or WindleshamFoR. This means that WindleshamFoR are the “Data Controllers” of this website. References to “we”, “us”, “you” or “our” in this privacy statement are references to the WindleshamFoR.

WindleshamFoR is a Charitable Trust registered in England and Wales, registered charity number: 305138

This statement relates to the various contact types associated with the WindleshamFoR, including Patrons, Friends, Members and Supporters

### 2. Why we have a website

We have two main purposes for operating this website: Communication and Fundraising

#### Communication

We use this website to communicate information about our organisation, facility hire, services, events, tenants and about information that may be of interest to our members and the wider public. We also operate this website to enable our users to communicate with us. In addition, we maintain a presence on social media platforms such as Facebook and Twitter.

#### Fundraising

We use this website to enable members of the public to support our Trust by donating funds directly through the website and our secure third party providers.

### **3. What personal data we collect**

In order to operate our services and this website, we must process personal data. In all instances, we endeavour to collect the minimal amount of information necessary to achieve our purposes. We use the lawful basis of consent, legitimate interests and compliance with a legal obligation for processing personal data.

#### **Membership**

The WindleshamFoR is a Charitable Trust operating a membership system known as “Friends” for those who wish to make regular and one-off donations and as a result, we collect details about members. We will ask for some basic personal information, in the following situations:

- If you sign up to become a ‘Friend’ of the WindleshamFoR.
- If you sign up to become a ‘Patron’ for the WindleshamFoR.
- If you wish to be a registered Volunteer for the Windlesham FoR

This information will include your full name, home address, email address and phone number. We also may ask for some non-personal data (e.g. how you heard about the WindleshamFoR or the services you are interested in). You are responsible for making sure you give us accurate and up to date information.

*Please note: If you provide information on behalf of another person, you will need to tell them how to find this privacy statement and make sure they agree to us using their information for the purposes set out in it.*

#### **Services**

We will also collect personal data when you access the services we offer. Depending on the service you use, the way we collect data is including but not limited to the following:

- Buy a Brick – name, details of engraving, and how much was paid
- Hub Bookings – name, email address, mobile phone number

In all instances where we collect personal data from individuals it is solely to enable us to deliver our charitable services.

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

We use your personal information to manage your membership account on our customer relationship management system and/or to provide the services you have requested from us.

#### **Marketing**

Marketing our events and services is important for our work. When you become a member, and at other times, you are invited to opt-in to our marketing communications. You can unsubscribe at any time from these communications without affecting your membership status (see section 5 below). If in any case, your specific, unambiguous consent is not received, we will not send you marketing information.

Our email marketing (which includes some but not all member communications) may be trackable at an individual level, allowing us to determine, for example, opens and link clicks. This information is generally used to help assess the effectiveness of communications so that – for example – we can send you more of what you like.

We never share your information with third parties for marketing purposes without asking for specific, unambiguous consent. For example, some of our events are delivered alongside a relevant partner (e.g. A business operating within the grounds of WindleshamFoR or local organisation). On some occasions, we might ask you if we can share those details with the partner. This will be very clear on the event sign up form. If in any case, this consent is not received then your data will not be shared.

From time-to-time, we may use your feedback. We take this information from the surveys you are asked to complete and we do so to talk about our services publicly or demonstrate the impact of the charity to key stakeholders e.g. funders. We never share your information without asking for specific, unambiguous consent. This will be very clear on the relevant forms you complete. If in any case, this consent is not received then your data will not be shared.

### **Member communications**

As a 'Friends' member of the WindleshamFoR, you may receive occasional, relevant communications from us (e.g. a newsletter or events notification). Signing up as a member includes automatic subscription to these communication channels.

You have the right to withdraw your consent from receiving our communications at any time. For more information, see section 5 below. You can unsubscribe from communication channels without affecting your membership status with the WindleshamFoR.

### **Sharing personal data**

We never share your information with third parties, unless it is necessary to deliver the service you have requested from us.

## **5. Your Data Subject Rights**

WindleshamFoR is committed to ensuring the rights and freedoms of our website users and members are respected and that you as a data subject are enabled to exercise your rights. Under data protection law, you have specific rights including

### **To update your data**

If you wish to access or rectify personal data that has been collected (see section 3 for examples) or if you wish to receive a copy of any personal data we hold on you, please contact [sec.WFR@gmail.com](mailto:sec.WFR@gmail.com) and we will respond to your request within one calendar month.

### **To delete your data**

If you wish to have your data removed entirely from our records, please contact [sec.WFR@gmail.com](mailto:sec.WFR@gmail.com) and we will respond to your request within one calendar month.

Please note that for legal reasons we are required to keep financial/transactional records for a minimum period of six years from the end of the financial year in which the transaction was made.

### **To withdraw your consent**

If you wish to withdraw your consent from receiving our general news email communications, this can be done by clicking 'update your preferences' or 'unsubscribe' at the bottom of an email you receive from us.

*Please note: This does not apply to emails sent by the WindleshamFoR services team which relate directly to the service you have requested or purchased, these emails may not have an*

*unsubscribe function. However you can reply to these emails at any time with any concern or questions about your personal data or contact [sec.WFR@gmail.com](mailto:sec.WFR@gmail.com)*

### **To object to, or restrict data processing**

If you object to the processing of your personal data, or wish to restrict the way in which it is processed by us, please contact [sec.WFR@gmail.com](mailto:sec.WFR@gmail.com) and we will respond as soon as possible. Please note that this may affect our ability to deliver our services to you.

### **6. How long we retain your data**

We retain your personal data for as long as is considered necessary for the purpose for which it was collected (including as required by applicable law or regulation, typically 6 years). In addition, personal data may be securely archived with restricted access (and other appropriate safeguards) where there is a need to continue to retain it.

We will ask you on a regular basis to update your membership details with the WindleshamFoR. Financial records, including those of event payments and refunds, will be retained for a minimum period of six years from the end of the financial year in which the booking was made in order to comply with statutory obligations.

### **7. How we keep personal data safe**

The WindleshamFoR website processes a small amount of personal data. However, we take our duty to protect this data very seriously and have in place technical and organisational safeguards to do this.

Examples of technical safeguards include: regular security testing; website backups; disaster recovery systems, cryptography hash functions, autolocking, lock-outs and data restoration  
Examples of organisational safeguards include: access controls to personal data; staff training; organisational policies, procedures, and handbooks.

To the best of our ability, we will keep any personal data safe. However, no system or transmission over the Internet is 100% secure. This means that we are unable to absolutely guarantee the security of personal data.

If you become aware of something that gives you cause for concern about the security of your personal data, please contact [sec.WFR@gmail.com](mailto:sec.WFR@gmail.com).

### **8. Use of Third Parties**

As an organisation WindleshamFoR uses a small number of third-party service operators to host our website and to enhance the experience of our website. The table below provides information about the service, why we are using it, additional information and links to their Privacy and Cookie notices. Please be aware that when you click these links, you are leaving our website and we have no control over these third-party websites' use of personal data or cookies.

*Please note: Some of these companies may transfer data outside the EU/EEA. In such cases additional safeguards such as Standard Contractual Clauses and Data Processor Addendums are in place.*

### **Additional Information**

Link to Service Privacy and Cookie Policy

#### **Appointedd**

This service enables you to book the Field of Remembrance meeting rooms

<https://www.appointedd.com/privacy-policy>

<https://www.appointedd.com/cookie-policy>

#### **Weebly**

This is the service that hosts our website

<https://www.weebly.com/uk/privacy>

#### **Squareup**

This service hosts our Buy a Brick Scheme payments.

<https://squareup.com/gb/en/legal/general/privacy>

#### **GoCardless**

This service hosts our Friends membership payments.

<https://gocardless.com/privacy/>

## **9. Our Social Media Presence**

We have a presence on social media platforms such as Facebook and Twitter. These accounts are used to post information such as notices about our events and to promote the activities of our Charitable Trust or businesses operating within the grounds of the WindleshamFoR by reposting appropriate content. Occasionally, we may run a competition or promotion through these channels.

Please be aware that any responses to our content on these platforms is done through your own choice, at your own risk and without expectation of privacy. We say this because we are not able to control how other users on these platforms may act. We are also not able to control how these platforms may use your personal data nor do we endorse how these services use personal data.

The table below lists our social media account platforms with links to their privacy and cookie notices. We advise you to read these policies in advance of using their services. Please be aware that when you click these links, you are leaving our website and we have no control nor do we endorse these third-party websites use of personal data or cookies.

### **Social Media Platform**

Links to Policies

#### **Facebook**

[Facebook Privacy Policy](#)

[Facebook Cookie Policy](#)

## 10. Questions or complaints

If you have questions or a complaint about the way your personal data has been processed by the WindleshamFoR, please email [sec.WFR@gmail.com](mailto:sec.WFR@gmail.com) and we will look in to this for you as a matter of priority.

If you wish to take your complaint further, you can contact the Information Commissioner's Office (ICO), which is the independent regulatory authority who exist to uphold information rights in the UK. For more information, visit their website or call their helpline on 0303 123 1113.

*Updates to this privacy statement will appear on this website. This privacy statement was last updated November 2022.*

Name of Service	Reason we use it	If I do not want this service what can I do?	Link to Service Privacy
Appointedd	This service enables you to book the Field of Remembrance meeting rooms	You can contact us directly by email	<a href="https://www.appointedd.com/privacy-policy">https://www.appointedd.com/privacy-policy</a> <a href="https://www.appointedd.com/cookie-policy">https://www.appointedd.com/cookie-policy</a>
Squareup	This service hosts our Buy a Brick Scheme payments.	You can contact us directly by email	<a href="https://squareup.com/gb/en/legal/general/privacy">https://squareup.com/gb/en/legal/general/privacy</a>
GoCardless	This service hosts our Friends membership payments.	You can contact us directly by email	<a href="https://gocardless.com/privacy/">https://gocardless.com/privacy/</a>

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