



## Privacy Notice

Hazel Hill Trust ("The Trust") seeks to comply with the Data Protection Act 1998 and subsequent legislation. We follow strict security procedures in the storage and disclosure of personal information so as to prevent unauthorised access by third parties.

The information which you may provide to us, along with other information relating to you, will be held by The Trust and used solely for legitimate business purposes and for managing your involvement with us. This information will not be passed to third parties, except where detailed in this Privacy Notice or with your explicit consent to do so.

### How we use your information

This privacy notice tells you what to expect when The Trust collects personal information. It applies to information we collect about:

- ✓ Visitors to our website
- ✓ People who use our services, e.g. who subscribe to our newsletter
- ✓ Event attendees
- ✓ Individuals in relation to data protection or freedom of information complaint or enquiry
- ✓ Job applicants and our current and former employees

### Visitors to our websites

When someone visits [www.hazelhill.org.uk](http://www.hazelhill.org.uk) we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

### Use of cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org). To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

# Hazel Hill Wood

Growing Life Skills in a Magical Wood

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## Fundraising

We try to acknowledge our supporters on our website, but this would only be done with their consent.

We may on occasion contact event participants and enquirers with an opportunity to support the work of Hazel Hill Wood, either through goods, volunteering time, or donating money. This is not a frequent occurrence, and we do not have any programme of regular 'fundraising' mailings.

We will never sell the data we hold to third parties. We do not engage in wealth screening of supporters. We do not cold mail potential supporters.

## People who use our services

We hold the details of the people who have requested our services in order to provide them. However, we only use these details to provide the service the person has requested. When people do subscribe to our services, they can cancel their subscription at any time and are given an easy way of doing this.

## Electronic Communications

To those who subscribe to our mailing list, we send out regular e-newsletters and details of upcoming events.

We use a third-party service, MailChimp, to manage this. We may gather statistics around email opening and clicks using industry standard technologies including clear gifs to help us monitor and improve our e-newsletters. For more information, visit [www.mailchimp.com/legal/privacy/](http://www.mailchimp.com/legal/privacy/)

## People who contact us via social media

We manage our social media interactions via Facebook and LinkedIn. If you send us a private or direct message via social media the message may be stored by the social media website as per their privacy policy. It will not be shared with any other organisations. To view their privacy policies, visit: [www.en-gb.facebook.com/full\\_data\\_use\\_policy](http://www.en-gb.facebook.com/full_data_use_policy) and [www.linkedin.com/legal/privacy-policy](http://www.linkedin.com/legal/privacy-policy)

## People who email us

We monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law.

## Event Attendees

We use a third-party service, Eventbrite, to publish some of our events and to allow interested people to register and, where applicable pay, for them. For more information about how Eventbrite processes data, visit [www.eventbrite.co.uk/support/articles/en\\_US/Troubleshooting/eventbrite-privacy-policy?lg=en\\_GB](http://www.eventbrite.co.uk/support/articles/en_US/Troubleshooting/eventbrite-privacy-policy?lg=en_GB)

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## Access, complaints and rights

### Access to personal information

The Trust tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you, we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to The Trust for any personal information we may hold you need to put the request in writing addressing it to the address below, under the "how to contact us" section. If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone. If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting us at our registered office.

### Complaints or queries

The Trust tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of The Trust's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below in the "how to contact us" section.

If you wish to make a complaint about the way we have processed your personal information, you can contact us or the ICO in their capacity as the statutory body which oversees data protection law: [www.ICO.org.uk/concerns](http://www.ICO.org.uk/concerns).

### Your rights

Under the Data Protection Act 1998, you have rights as an individual which you can exercise in relation to the information we hold about you.

You can read more about these rights here [www.ICO.org.uk/for-the-public/is-my-information-being-handled-correctly/](http://www.ICO.org.uk/for-the-public/is-my-information-being-handled-correctly/)



## Job applicants, current and former employees

The Trust is the data controller for any information provided to it by a job applicant, and current and former contractors or consultants that may be contracted from time to time.

Information received will only ever be processed and retained for the purpose of managing that individuals' application and/or contract and meeting its obligations within the law.

## Links to other websites

This privacy notice does not cover the links within this website linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Our website contains links to a number of third party websites, including some of our event organisers, provided for your convenience to provide further information. These links do not signify that we recommend or endorse the websites. We have no control over, or proprietary interest in any of these websites and make no warranties with regard to the content, quality, security or accuracy of these sites and resources. We exclude all liability arising from use of these sites.

## Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last updated on 31<sup>st</sup> May 2018.

## How to contact us

If you wish to request information about our privacy policy you can email us at [enquiries@hazelhill.org.uk](mailto:enquiries@hazelhill.org.uk) or write to:

Hazel Hill Trust  
C/O Marcos Frangos  
General Manager  
2 May Cottages  
Oxford Road  
Sutton Scotney  
Winchester  
SO21 3JJ