



## CHARLES BURRELL CENTRE

### THE CHARLES BURRELL CENTRE LIMITED – PRIVACY POLICY

Charles Burrell Centre Ltd ('The Centre') has adopted this Privacy Policy as we recognise the right of people to keep their personal information private. This Privacy Policy covers the Foundation's use of personally identifiable information that you provide and we collect or hold, including when you continue to browse and use our website [www.charlesburrellcentre.org.uk](http://www.charlesburrellcentre.org.uk).

If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which, govern the Centre's relationship with you. If you disagree with any part of this policy, please do not provide personal information and do not use our website

#### DATA PROTECTION

This policy explains how the Centre and the website comply with the DPA (Data Protection Act), the General Data Protection Regulation (GDPR) which came into effect on 25 May 2018, and the Privacy and Electronic Communications Regulations.

By providing your personal details, you agree to allow the Centre to contact you by mail, email, telephone or SMS text message in connection with its purposes; either on the basis of the consents you have given us, or for our legitimate interests in accordance with current data protection regulations.

#### HOW WE COLLECT INFORMATION ABOUT YOU

We collect personal information each time you are in contact with us. For example, when you:

Visit our website to:

- Register for a Centre event;
- Provide your contact details, in writing or orally, to Centre staff or volunteers;
- Purchase goods or services, including when you provide credit or debit card details;
- When participate in Centre activities;
- Communicate with the Centre by means such as email, letter, telephone;
- Face to face meetings with staff and volunteers;
- Access social media platforms such as Facebook, YouTube, WhatsApp, Twitter, Instagram

#### HOW WE USE YOUR INFORMATION

The Centre will use the personal information we collect for the purpose disclosed at the time of collection, or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law. Generally, we will only use and disclose your personal information as follows:

- To keep you informed by text and/or email as to Centre services, activities, resources and conferences;
- To establish and maintain your involvement with the Centre, events you have attended, what areas and activities of the Centre you have supported, record and acknowledge any donation, to provide the products you have requested;
- To answer an inquiry or request for further information or complaint about the Centre, its services, activities and events;
- To register you for events;
- To assist us to make the Centre's sites, services and products more valuable to our community;
- For promotion of products or services and to keep you informed of new developments we believe may be of interest to you. If we contact you in this way without obtaining your prior consent, we will provide you with the opportunity to decline any further promotional communications;

Charles Burrell Centre Ltd

Staniforth Road, Thetford, Norfolk, IP24 3LH

[www.facebook.com/CharlesBurrellCentre](https://www.facebook.com/CharlesBurrellCentre)

[www.charlesburrellcentre.org.uk](http://www.charlesburrellcentre.org.uk)

Community Benefit Society, registered with the Financial Conduct Authority [Register Number: 7064]



- To assist the Centre management of issues relating to the Centre.

### **WHO SEES YOUR INFORMATION**

The information you provide to us will be held on computers in the UK and may be accessed by or given to our staff at Centre and our service providers who act for us for the purposes set out in this policy or for other purposes approved by you. Those parties may process information, fulfil and deliver orders, process credit card payments and provide support services on our behalf.

We do not sell or pass any of your personal information to any other organisations and/or individuals without your express consent.

By providing us with your details, you are giving the Centre your express permission to transfer your data to our service providers to enable fulfilment of the purpose for collection. We will also house your data within our own database stored securely on site and only accessible by responsible and fully trained staff.

Where such details are shared we have confidentiality agreements in place that restrict the use of your information to the purpose for which it is provided and ensure it is stored securely and kept no longer than necessary.

We do not intend to store, nor do we currently store financial details (credit or debit card numbers) obtained through transactions. We do not store details online nor do we pass any information to third parties, except where we are legally required to do so, to assist fraud reduction, or to provide a service requested and minimise credit risks.

### **SENSITIVE PERSONAL INFORMATION**

The Centre may collect and store sensitive personal information such as health information, when you and/or your family attend or register for Centre events. Your personal information will be kept strictly confidential. It is never sold, given away, or otherwise shared with anyone, unless required, by law.

### **KEEPING DETAILS UP TO DATE**

Please tell us as soon as any of your contact details change so that we can keep our records up to date.

You can change the way we contact you, or the kind of material we send you, at any time by contacting us by mail or email using the contact details below.

You can unsubscribe from our regular emails or texts at any time by using the 'unsubscribe' or 'change preferences' links on the email or texts you have received.

### **ACCESS TO YOUR INFORMATION**

You can request access to the personal information that the Centre holds about you by contacting the Foundation's Privacy Officer as set out below. We will provide you with access to your personal information unless we are legally authorised to refuse your request.

If you wish to change personal information that is out of date or inaccurate at any time, please contact us. The Foundation will take reasonable steps to correct any of your information that is inaccurate, incomplete or out of date. If you wish to have your personal information deleted, please let us know and we will delete that information wherever practicable by emailing the data controller on the address below.

We may refuse your request to access, amend or delete your personal information in certain



circumstances. If we do refuse your request, we will provide you with a reason for our decision and, in the case of amendment, we will note with your personal information that you have disputed its accuracy.

## **SECURITY**

The Centre will take reasonable steps to keep secure any personal information, which we hold and to keep this information accurate and up to date. Personal information, held electronically, is stored in a secure server or secure files.

The Internet is not a secure method of transmitting information. Accordingly, the Centre cannot accept responsibility for the security of information you send to or receive from us over the Internet or for any unauthorised access or use of that information. We take security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. Your information will be held for a reasonable period or as long as the law requires or permits.

## **COOKIES POLICY**

Cookies are small amounts of information that we store on your computer. Unless you have indicated your objection when disclosing your details to us, our system will issue cookies to your computer when you log on to the site. Cookies make it easier for you to log on to and use the site during future visits. They also help to monitor website traffic and to personalise the content of the site for you but will not store, save or collect personal information. You may set up your computer to reject cookies although, in that case, you may not be able to use certain features on our site.

## **LINKS**

This website may also include links to other websites. Links provided by the Centre are for your convenience to provide further information.

We use websites such as Vimeo and YouTube to embed videos on our website, service providers such as EventBrite, MailChimp and Google Analytics and you may be sent cookies from them via our site. Please look at the cookie and privacy policies on these third-party sites if you want more information about this.

This website may also contain sponsored links and adverts. These may typically be through related supporters or partners websites, who may have their own detailed privacy policies. Unless it is material supplied or posted by the Centre, we do not endorse the website(s) and have no responsibility for the content of the linked website(s) nor for the cookies they may contain.

Users should therefore note they click on external links at their own risk and we cannot be held liable for any damages or implications caused by visiting any external links.

## **SOCIAL MEDIA**

The Centre uses social media such as Facebook, Twitter, Instagram, WhatsApp and You-Tube. Users must verify authenticity of sites before posting or providing personal information on such sites.

Our website may provide social media buttons, permitting sharing our web content directly to a social media, platform. Use of such buttons is at your own risk.

Unless it is material supplied or officially posted by the Foundation, we do not endorse social media website(s) and have no responsibility for the content nor for the cookies they may contain.

The Centre does not ask for passwords nor personal details on social media.



## CHARLES BURRELL CENTRE

### DOWNLOADS

Any documents or files made available to download from our website are provided at users own risk.

### CHANGES TO THIS POLICY

The Centre may amend this Privacy Policy from time to time to ensure compliance with changes or amendments to the law of the UK. Any amended version will be available on our website at [www.charlesburrellcentre.org.uk](http://www.charlesburrellcentre.org.uk). We suggest that you visit our website regularly to keep up to date with any changes.

### CONTACT DETAILS

If you would like any further information, or have any queries, problems or complaints relating to the Centre's Privacy Policy or our information handling practices in general, please contact our Privacy Officer by:

Telephone +44 (0)

Email: [dataprotection@charlesburrellcentre.org.uk](mailto:dataprotection@charlesburrellcentre.org.uk) or

Writing to The Privacy Officer, Charles Burrell Centre Ltd, Stainforth Road, Thetford, Norfolk, IP243LH

**Company Details:** Community Benefits Society registered with the Financial Conduct Authority. Registered Number 7064.

Registered Office: Charles Burrell Centre Ltd, Stainforth Road, Thetford, Norfolk IP243LH.

June 2021