



Privacy Notice

Social Farms & Gardens is a UK wide charity supporting communities to farm, garden and grow together.

This privacy notice tells you what to expect when **Social Farms & Gardens** collects personal information. It applies to information we collect about:

- Our member organisations and individuals related to our members, whether employees or volunteers
- Visitors to our website
- People who use our services, e.g. subscribe to our newsletter, request a publication or advice from us
- Event attendees
- Job applicants and our current and former employees.

The data controller is Social Farms & Gardens with its registration address at: The GreenHouse, Hereford Street, Bristol BS3 4NA. If you have any questions about this privacy statement or how and why we process personal data, please contact our Data Protection Team: dataprotection@farmgarden.org.uk or Tel. 0117 923 1800

What information do we collect about you?

The personal data we collect may vary depending on the service you request from us. As a minimum we will usually require:

- your name
- your email address

For example, when you book a place for any of our events, courses or workshops we may collect your name and email address so that we can contact you in case of changes to the event. We may also email you with information about future similar events that may be of interest to you.

From time to time, depending on the service you require, we may also request the following additional information and use this in the following ways:

- **Telephone number:** When you book a place any of our events, courses or workshops we may collect your telephone number so that we can contact you in case of changes to the programme. If you contact us to ask us for advice or guidance we may collect your telephone number so that we can contact you in future.
- **Payment Details:** When you make a payment to the Social Farms & Gardens, we may collect payment information from you such as credit or debit card details or bank information for the purposes of taking payment.

- **Mailing List:** If you sign up to the Social Farms & Gardens Mailing List, we will use your personal information to provide you with Social Farms & Gardens news and information, and with opportunities to support the work of Social Farms & Gardens, in the format you have requested and in accordance with any preferences you have expressed.
- **Other information we collect:** If you correspond with us generally, for example to raise a query, comment or complaint about any of our services, we will also collect any other information you choose to send to us in that correspondence.

How do we use the information you provide?

Where you have disclosed your information to us, we use information:

- because it is necessary to administer the services you have requested from us and to fulfil our obligations to you in providing these services; or
- to pursue Social Farms & Gardens' legitimate interests to inform you by email or other means of events or services run by us or third parties which we think may interest you.
- where we process your personal data on this basis, we will only do so where it does not prejudice your own privacy rights.

Job applicants

If you apply to work at Social Farms & Gardens, we will use the information you supply to us to process your application and to monitor recruitment statistics. We may disclose personal information to a third party, for example where we want to take up a reference or obtain a check from the Disclosure and Barring Service, and where appropriate we will let you know first.

Your rights

You have a number of rights in relation to your personal data. These include the right to:

- find out how we process your personal data;
- request that your personal data is corrected if you believe it is incorrect or inaccurate;
- obtain restriction on our, or object to, processing of your personal data;
- ask us not to process your personal data for our own marketing purposes;
- withdraw your consent to our processing of your personal data; and
- obtain a copy of your personal information which we hold about you. We will take steps to verify your identity before responding to your request and will respond as soon as possible

You can exercise your right to prevent such processing at any time by clicking on the unsubscribe link at the bottom of any e-mail newsletter we have sent to you or by contacting us at:

dataprotection@farmgarden.org.uk

Who we share data with

The personal data you give the Social Farms & Gardens is held securely. SF&G will not sell your information to any third party. However, we may share your personal data with our third-party suppliers who provide services such as information technology, payment processing, and related infrastructure provision. Any of the companies that access your information while providing services on our behalf will be governed by strict contractual restrictions to make sure that they protect your information and keep to data-protection and privacy laws which apply. Our third-party suppliers are listed below, with links to their own privacy policies.

Last updated: October 2021

Third party supplier	Type of activity	Link to Privacy Notice
Microsoft	Email and office systems	Microsoft
Circle Interactive	CiviCRM database for membership records (including integration with our online map), mailings and event registration	Circle interactive
Eventbrite	Event registration	Eventbrite
Survey Monkey	Online surveys	Survey Monkey
Mailchimp	Mailings	Mailchimp
Google Classroom	Online training course management	Google Classroom
Quickbooks	Payments and donations	Quickbooks
Paypal	Payments and donations	Paypal
Just Giving	Donations	Just Giving

We may also share your personal data with third parties if we are required to do so by law or contract, to respond to legal process, to protect our customers or staff, to protect lives, to complete a transaction, or to protect the rights or property of SF&G.

Use of cookies on our website

Most websites you visit will use cookies to help customise your experience. 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.

Name	Format	Expires	Reason
has_js	Boolean	Session	This is used by our content management system to serve enhanced page functionality for users with JavaScript enabled.
_ga	Boolean	2 Years	We use Google Analytics to provide information about how visitors use the site, in order to help improve user experience.
_gat	Numeric String	2 years	We use Google Analytics to provide information about how visitors use the site, in order to help improve user experience.

Third party cookies

We sometimes embed video content and photos from websites such as YouTube and flickr. Pages with this embedded content may present cookies from these websites. Similarly, when you use one of the share buttons on our website, a cookie may be set by the service you have chosen to share content through. You should check the relevant third party website for more information about these cookies.

How to manage cookies

If you wish to restrict, block or delete cookies from our website - or any other website - you can use your browser to do this. Each browser is different so check the 'Help' menu of your particular browser to learn how to change your cookie preferences. Please bear in mind that if you do this, certain personalised features of this website cannot be provided to you.

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