

The Carbon Community: Privacy Policy

At The Carbon Community we respect the privacy of our supporters and website visitors. Our privacy policies are concerned with how we collect information, what we do with it and what controls you have.

- We respect your privacy and do our utmost to meet strict regulatory requirements
- We use your personal data to tailor the information we share with you, to provide you the best possible experience.
- We do not sell your personal data to third parties.
- We regularly review our privacy notice so that you can see how we use your data and your options. Changes in the General Data Protection Regulation or related laws may require us to amend this policy.

Below is our general privacy policy. This is generally applied to all the personal information The Carbon Community collects and uses.

The Carbon Community collects and uses personal information from a range of individuals. In addition to our general privacy policy, where you have provided information in the course of a specific relationship with The Carbon Community (for example, as a child or young person supporter or as a volunteer), you should also read the privacy policy set out below relevant to that relationship.

General privacy policy

We take our duty to process your personal data very seriously. This policy explains how we collect, manage, use and protect your personal data.

We may change this document from time to time to reflect the latest view of what we do with your information. Please check back frequently; you will be able to see if changes have been made by the date it was last updated.

Refer to the sections below for more details on how and why we use your personal information:

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1 Who are we?

In this policy references to The Carbon Community, or TCC, or to 'we' or 'us' are to The Carbon Community a UK Registered Charity number 1187231 and formed as a private, non-profit making company limited by guarantee, registration number 12273280, at 40 Alma Road, Windsor SL4 3HJ UK.

2. What personal data we collect and how we use it

What we need

The Carbon Community is what's known as the 'controller' of the personal data you provide to us. We will usually collect basic personal data about you like your name, postal address, telephone number, email address.

Sometimes we will collect other information about you but we will be very clear with you that we wished to collect such information, our reason for collecting such information, and we would only do so with your specific consent and permission.

Why we need it

We collect your personal data in connection with specific activities, such as campaign updates, newsletter requests, registration or membership requests, product purchases, feedback, donations, competition entries, information you provide in public forums on our sites and applications.

The information is either needed to fulfil your request or to enable us to provide you with a more personalised service. You don't have to disclose any of this information to browse our sites. However, if you choose to withhold requested information, we may not be able to provide you with certain services.

Our marketing

Sometimes, with your consent, we will process your personal data to provide you with information about our work or our activities that you have requested or are expecting.

On other occasions, we may process personal data when we need to do this to fulfil a contract (for example, if you have purchased or made a donation online) or where we are required to do this by law or other regulations.

We may share data with:

Advertising partners – to enable us to ensure our advertising is relevant to the recipients.

Analytics partners – to enable us to track the effectiveness of our website or mobile apps.

Social media partners – so that we can effectively communicate with our supporters on social media platforms.

Website and app partners – to help us develop websites and apps that give our customers the best possible online experience.

If you don't want to see targeted advertising from us on social media, please refer to the instructions provided by the social media site, for example on [Facebook](#), [Instagram](#), [Twitter](#) and [Google](#).

The Carbon Community also processes your data when it is in our legitimate interests to do this and when these interests do not override your rights. Those legitimate interests include providing you with information on our appeals, conservation, campaigning, membership, services, products, fundraising, newsletter requests, volunteering, feedback, competitions and other activities and those of other carefully selected organisations. Please see the section on '[Legitimate interest](#)' for [more information](#).

How we obtain your details

We will also hold information about your details so that we can respect your preferences for being contacted by us.

We collect your personal information in a number of ways:

- when you provide it to us directly
- when you provide permission to other organisations to share it with us (including Facebook, Instagram or Twitter)
- when we collect it as you use our websites or apps or via CCTV
- when you have given it to a third party and you have provided permission to pass your information on to us
- from publicly available sources (where possible) to keep your information up to date (e.g. the Post Office's National Change of Address database).

We combine the information from these sources with the information you provide to us directly.

We do not sell your information to third parties.

Children

If you are under 18 please ensure you obtain your parent/guardian's consent before sending any personal information to any website or The Carbon Community. If we have activities for those under 18 we may ask your age. Before taking part please ensure you speak to your parent or guardian.

Please note that we will not knowingly market to or accept donations or orders for goods or services from persons aged under 18 years.

As a parent or guardian we encourage you to be aware of the activities in which your children are participating, both offline and online. If your children voluntarily disclose information, this may encourage unsolicited messages. We suggest that you discourage your child from providing any information without your consent.

Volunteering

When you volunteer with The Carbon Community, we will keep you up to date with the work that we are doing and events we are involved with. We will also let you know of any changes that might affect you volunteering with us and which you need to be aware of. We will only use this information in relation to your volunteering with us and whilst you remain a volunteer with the Woodland Trust. By agreeing to volunteer with The Carbon Community you are agreeing to us to sending you emails about volunteering and your volunteer role. We will on occasion share your email address with other The Carbon Community volunteers, for instance in the process of organising an event you have chosen to attend.

Scientific data

If you supply The Carbon Community with scientific or environmental records e.g. as part of a citizen science or volunteer project, they will be carefully stored and used by us and/or our project partners. Such records may include, for example, species information, location, dates and photographs.

Scientific data sharing helps to further research, education and our national understanding of biodiversity and conservation issues. Hence anonymised scientific data may be shared with project partners and third parties such as local authorities, academic researchers and students.

In some circumstances such scientific data may be sold, but the income will be directly used to support the running cost of these data-gathering projects. By submitting your scientific or environmental records you are indicating agreement with our approach.

Anything else?

All the personal data we process is processed by our staff in the UK however for the purposes of IT hosting and maintenance your information may be situated outside of the European Economic Area (EEA). This will be done in accordance with guidance issued by the Information Commissioner's Office.

If you would like to change the way you hear from us or no longer wish to receive direct marketing communications from then use the contact form on our ['Contact us' page](#).

3. Legitimate interests

We have a number of lawful reasons that mean we can use (or 'process') your personal information. One lawful reason is something called 'legitimate interests'. Broadly speaking Legitimate Interests means we can process your personal information if:

- we have a genuine and legitimate reason **and** are not harming any of your rights and interests. This is evaluated by our Trustees.
- We use Legitimate Interest in limited circumstances in the following areas of our work: data analysis, our website, fundraising, marketing and volunteering.

4. Sharing your information

We only disclose information to third parties or individuals when obliged to by law, for purposes of national security, taxation and criminal investigations and the following:

- If you have agreed that we may do so.
- When we use other companies to provide services on our behalf, e.g. processing, mailing or delivering orders, answering customers' questions about products or services, sending mail and emails, customer analysis, assessment and profiling, or when using auditors/advisors, or processing credit/debit card payments. Where applicable we have contracts in place with our suppliers which require them to comply with the General Data Protection Regulation and The Privacy and Electronic Communications Regulation (PECR) to protect the security of your information.
- To our subsidiaries (i.e. any companies owned by The Carbon Community).
- If we receive a complaint about any content you have posted or transmitted to or from one of our sites, to enforce or apply our Terms and Conditions or if we believe that we need to do so to protect and defend the rights, property or personal safety of The Carbon Community, our websites or our visitors and for other lawful purposes.
- If we merge with another organisation to form a new entity, information may be transferred to the new entity.
- We may disclose aggregate statistics about our site visitors, supporters, customers and sales to describe our services and operations to prospective partners, advertisers and other reputable third parties and for other lawful purposes, but these statistics won't include any personally identifying information.
- If we run an event in partnership with other named organisations your details may need to be shared. We will be very clear what will happen to your data when you register.

- We may also disclose your personal information to third parties in order to comply with a legal obligation, or to protect the rights, property or safety of The Carbon Community and our supporters and visitors. This includes exchanging information to protect against fraud and with the police and legal teams.

And, we will never sell or rent your personal information to other organisations.

5. Retaining your information

We hold your information only as long as necessary for each purpose we use it. This period will normally be for seven years after your last financial contribution or other activity with us, unless we have a good reason to keep your information for a longer period. This is based on any legal, regulatory or business reasons we may have to retain your information.

You have the right to ask us to remove your personal information from our records. We will inform you in writing when we have actioned your request and if we need to refuse you we will give you the reasons why.

6. Financial Information

The Carbon Community uses a third party provider to process all payments. As part of our compliance, we ensure that our IT systems do not directly collect or store your payment card information, such as the full 16-digit number on the front of the card or the security code on the back. Our online payment solutions are carried out using a 'payment gateway' run by CharityCheckout. This means that when you input card data into the payment page, you are communicating directly with CharityCheckout and then CharityCheckout passes your payment to us. This means that your payment card information is handled by CharityCheckout and not processed or held by us. All donations made through CharityCheckout are securely encrypted and processed using SSL with a minimum 128-bit encryption and firewalls. All credit/ debit card payments are processed via its PCI DSS Level 1 compliant payment gateway.

CharityCheckout is used by over 4,000 charities. We strongly advise you to read the terms and conditions and privacy policies of any third-party web sites or services that you visit.

www.charitycheckout.co.uk

7. What are your rights?

Data protection law, from May 2018, gives everyone a number of very important rights. These are:

- transparency over how we use your personal information (right to be informed)
- request a copy of the information we hold about you, which will be provided to you within one month (right of access)
- update or amend the information we hold about you if it is wrong (right of rectification)
- ask us to stop using your information (right to restrict processing)
- ask us to remove your personal information from our records (right to be 'forgotten')
- object to the processing of your information for marketing purposes (right to object)
- obtain and reuse your personal data for your own purposes (right to data portability)
- not be subject to a decision when it is based on automated processing (automated decision making and profiling).

If you would like to know more about your rights under the data protection law see the Information Commissioners Office [website](#).

Remember, you can change the way you hear from us or withdraw your permission for us to processing your personal data at any time by using the form on our '[Contact us](#)' page.

8. How to contact us

If you wish to talk through anything in our privacy policy, find out more about your rights or obtain a copy of the information we hold about you, please contact our supporter services team (details at the bottom of this page) who will be happy to help. If you wish to raise a complaint on how we have handled your personal data, you can contact our data protection officer who will investigate the matter. If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law you can complain to the Fundraising Regulator or the Information Commissioner's Office (ICO).

Our data protection officer can be contacted by writing to:

Data Protection Officer
The Carbon Community
40 Alma Road
Windsor
SL4 3HJ
United Kingdom
Or by emailing: info@carboncommunity.org

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