

Susan's Farm Privacy Notice



To: Staff, volunteers, work placements, beneficiaries, visitors and customers

Susan's Farm is committed to protecting personal information. This privacy notice sets out how we collect, use, store and destroy your personal information (this means any information that identifies or could identify you).

We are required to do this under the General Data Protection Regulation (GDPR), which replaced the Data Protection Act 1998.

Susan's Farm's privacy notice may change, so please remember to check back from time to time for updated changes. Where we have made any changes to this GDPR statement, we will make this clear on our website.

How we collect information about you

We collect information from you in the following ways:

When you interact with us directly: This could be if you ask us about our activities, buy produce from us, apply for a job or volunteering opportunity or otherwise provide us with your personal information. This includes when you phone us, visit our website, or get in touch via email, through the post, or in person.

When you interact with us through third parties: This could be if you make a booking through Eventbrite and provide your consent for your personal information to be shared with us.

When you visit our website: We uses Google Analytics, a web analytics service provided by Google Ireland Ltd and reCAPTCHA service provided by Google. We gather general information which might include which pages you visit most often, and which services or information are of most interest to you. We use cookies to help our site run effectively. You can opt out of this type of data collection using the 'opt-out-cookie' which prevents any future data collection.

What information we collect

The personal information we collect from you depends on how you interact with us for various services. As a minimum we will usually collect your name and email address.

Depending on the service you require we may also request additional information such as your date of birth, postal address, telephone number and emergency contact details.

For some people we may also collect information about your medical history, allergies, DBS information and certificate number, doctor's details, previous employment/volunteering details, qualifications, experience, referees, or training records.

For some people we may also collect, use and store your credit/debit card details if you are making a payment for products or services, however we never store credit/debit card details and these are destroyed once the transaction is complete, as well as information you provide in any communications between us.

Data Protection Law recognises that some categories of personal information are more sensitive. Sensitive Personal Information can include information about a person's health, race, ethnic origin, political opinions, sex life, sexual orientation or religious beliefs.

We will only use this information:

- For the purposes of dealing with your enquiry, training, and quality monitoring or evaluating the services we provide.
- We will not pass on your details to anyone else without your express permission except in exceptional circumstances.

Why we collect this information about you

We will mainly use this information:

- to manage employment
- to check entitlement to work in the UK
- to obtain occupational health advice
- to pay salaries
- to make a DBS check
- to deliver service safely
- to sell goods
- to contact you regarding future sales
- for internal records e.g. VAT
- to keep beneficiaries safe
- to report to funders
- for promotion of our services
- To optimise our website and adapt its content

How we ensure that the processing we do is lawful

Susan's Farm cannot use your personal data for any reason unless we have a legal reason to do so.

In some cases, we will only use your personal information where we have your consent or because we need to use it in order to fulfil a contract with you such as employment contract where consent is not required and this would be classed as a 'lawful' reason for holding personal details about you.

However, there are other lawful reasons that allow us to process your personal information and one of those is called 'legitimate interests'. This means that the reason that we are processing information is because there is a legitimate interest for Susan's Farm to process your information to help us to achieve our vision and business commitments.

Whenever we process your Personal Information under the 'legitimate interest' lawful basis we make sure that we take into account your rights and interests and will not process your personal information if we feel that there is an imbalance.

How long we will keep your information for?

We only keep it as long as is reasonable and necessary for the relevant activity, which may be to fulfil statutory obligations. For more details, please refer to our GDPR policy.

Who do we share your personal information with?

Susan's Farm will never sell or distribute your personal information to any other third parties or make it public unless we have a legal obligation to do so.

However, we may share your personal data with trusted third parties who work with us or perform services for us. We require them to take appropriate steps to protect your personal information, and only to use the personal information for the purpose of performing those specific services.

When Susan's Farm acts under instruction from another organisation there will be a contract in place for the purpose that will tell us what to do with your information. If any personal data is being used for a purpose that it is not controlled by Susan's Farm, you will be given a different privacy notice by the data controller which will tell you all about it.

How do we keep your information safe?

We take looking after your information very seriously. We've implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on and off-line, from improper access, use, alteration, destruction and loss.

Unfortunately, the transmission of information using the internet is not completely secure. Although we do our best to protect your personal information sent to us this way, we cannot guarantee the security of data transmitted to our site.

Our websites may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that advertisers or Web sites that have links on our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites or advertisers.

Your rights

You have various rights in respect of the personal information we hold about you – these are set out in more detail below.

- **Access to your personal information:** You have the right to request access to a copy of the personal information that we hold about you, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making. You can make a request for access free of charge. Please make all requests for access in writing, and provide us with evidence of your identity.
- **Right to object:** You can object to our processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes. Please contact us as noted below, providing details of your objection.
- **Consent:** If you have given us your consent to use personal information (for example, for marketing), you can withdraw your consent at any time.
- **Rectification:** You can ask us to change or complete any inaccurate or incomplete personal information held about you.
- **Erasure:** You can ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.

- **Portability:** You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.
- **Restriction:** You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.
- **No automated-decision making:** Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. You have the right not to be subject to automated decisions that will create legal effects or have a similar significant impact on you, unless you have given us your consent, it is necessary for a contract between you and us or is otherwise permitted by law. You also have certain rights to challenge decisions made about you. We do not currently carry out any automated decision-making.

How to complain

If you are unhappy about the way in which we handle your personal data please let us know verbally or in writing by contacting us at the address given below

We will explain how we have processed your personal information and if we have made a mistake will tell you how we will put this right.

If you are still dissatisfied, you may report your concern to the Information Commissioner's Office (ICO) by contacting: Wycliffe House, Water lane, Wilmslow, SK9 5AF, Tel: 0303 123 113 <https://ico.org.uk/>:

Contacting us

If you have any questions about this Privacy Notice, the practices of this site, or the dealings with this site, please contact us at:

Susan's Farm CIO, 145 Houghton Road, Carlisle, CA3 0LD
01228 458336
Info@susansfarm.co.uk

Date of last review: 15/09/24