



Linskill and North Tyneside Community Development Trust

Privacy Policy

Linskill and North Tyneside Community Development Trust and Linskill Trading Ltd ('we' and 'us') are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. For the purpose of the Data Protection Act 1998 (the Act), the General Data Protection Regulation (EU) 2016/679 (GDPR) and any subsequent UK data protection legislation the data controller for data that we collect from you is: Linskill and North Tyneside Community Development Trust, Linskill Centre, Linskill Terrace, North Shields, NE30 2AY.

Information we may collect from you

We may collect and process the following data about you:

Information you provide by completing forms on our website (www.linskill.org). This includes information provided at the time of registering as a member, subscribing to our e-newsletter or contacting us to request further information. We may also ask you for information when you enter a competition or promotion sponsored by us, and when you report a problem with our site or when you contact us. Your contact information is not made available to the public but may be shared with a project manager who is running community projects you may be interested in.

If you contact us, we may keep a record of that correspondence.

We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

Details of transactions you carry out through our site and of the fulfilment of your orders.

Details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is to predict your preferences and to show adverts that are most likely to be of interest to you, required for our own billing purposes or other resources that you access.

IP addresses

We may collect information about your computer (and/or mobile device or tablet), including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our partners. This is fully anonymised statistical data about our users' browsing actions and patterns, and does not identify any individual.

Cookies

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookies policy.

Where we store your personal data

The Linskill website is hosted in the European Economic Area (EEA) and your data is stored within the EEA. We will occasionally process your data outside of the EEA (for example when using certain third party services such as Mailchimp) but will only do so if appropriate safeguards are placed in accordance with data protection legislation. All information you provide to us is stored on our secure servers.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Uses made of the information

How your information will be used:

By providing us with your personal information you consent to our processing of your personal information for the purposes of communication with relevant staff members within Linskill Trust to respond to your enquiry and advise on relevant community projects.

- To provide you with the main services on our site, for administration and accounting and to ensure that the content and services that we offer are tailored to your needs and interests.
- To ensure that content from our site is presented in the most effective manner for you and for your computer.
- To provide you with information, products or services that you request from us or which we feel may interest you.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.

We do not have access to, or control over cookies, or other features that any third parties may use on their websites, or on the adverts that they place on our site and the information practices of these third party websites are not covered by this Privacy Policy. You will need to check the relevant privacy policies of these third parties and ensure you are happy with them.

Disclosure of your information

We may disclose your personal information to third parties; these include but are not limited to:

- Employees of Linskill and North Tyneside Community Development Trust on a 'need-to-know' basis in relation to your enquiry.
- Relevant authorities dealing with emergency situations at Linskill and North Tyneside Community Development Trust.
- Any other authorised third party with whom we have a legal/contractual obligation to share data.

In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.

If Linskill and North Tyneside Community Development Trust or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms of Use and other agreements; or to protect the rights, property, or safety of Linskill and North Tyneside Community Development Trust, our users, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Legal basis for processing your data

We may process your data because:

- we are legally obliged to e.g. to confirm your identity
- the processing is necessary for the performance of the contract with you to provide our services
- it is in our legitimate business interests to do so

In some instances, we will rely on your consent to process personal data and where we do this, it will be flagged to you at the time.

How long do we keep your personal information?

We keep your personal information for as long as we need to for the purposes for which it was collected or (if longer) for any period for which we are required to keep personal information to comply with our legal and regulatory requirements.

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 data
- request that your personal data is corrected if you believe it is incorrect or inaccurate - or correct it yourself via your profile
- request that your data is deleted
- obtain restriction on our, or object to, processing of your personal data;
- if we are relying on consent, you can withdraw your consent to our processing of your personal data (including any direct marketing)
- if we are relying on legitimate interests for direct marketing, you can object to receiving such direct marketing
- obtain a copy of the personal data we process concerning you (you can download this information from the site)
- lodge a complaint with the UK supervisory body, the Information Commissioner's Office (the ICO) here <https://ico.org.uk/>
- If you have a concern or complaint about the way we handle your data, we ask that you contact us in the first instance to allow us to investigate and resolve the matter as appropriate
- If you would like to exercise any of your rights or find out more, please contact us.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to: info@linskill.org