



*Fun and Education Through Farming*

## **Larkrise Community Farm Privacy Policy Customers, Clients, Suppliers**

### **Personal Data That We Collect**

The information you provide helps us to perform a professional service. We use the information to maintain secure contact for customers, clients and suppliers, to process payments, to communicate with you and to update our records.

### **Types of Information We Gather**

Larkrise Community Farm may collect personal information which we receive when:

- You use our website;
- You use our services
- You contact us;
- You are a recipient of our services.

This may include information which you provide when you:

- Complete one of our forms;
- Enter into a contract with us;
- Enter information on the [www.larkrisefarm.org.uk](http://www.larkrisefarm.org.uk) website;
- Contact Larkrise Community Farm directly in writing or by phone.

We may collect the following types of information:

- Your name, address, email address and telephone number(s);
- Information required to provide you with a service;
- Information collected through your use of the Larkrise Community Farm website.

### **Email Communications**

As a user of our services, we will need to send you support communications by e-mail such as Farm opening and closing times, important information on changes to Farm procedures or in relation to queries regarding your account or services we provide.

### **Online Interactions**

We collect and handle information from visitors to our website when you complete our contact form. We use this information so that we can respond to your enquiry. Our website does not use cookies.



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## **Social Media**

You may use social media to contact us or share your views of our service. We review publicly available social media and online sites to get a better understanding of what people are saying about us and our service for feedback purposes and to assist the people who prefer to contact us via social media.

The information we collect from social media and online sites sometimes includes personal information that has been put online and is publicly available, we make sure any information we use is properly credited to its source or it is made anonymous.

These online and social media sites may have their own privacy policies explaining how they use and share your personal information. You should carefully review those policies before you use these sites to make sure that you are happy with how your personal information is being collected and shared.

## **How is Your Personal Information Used?**

We use the personal information we collect to:

- Provide our services;
- Manage your account by monitoring the services we provide;
- Contact you about your account and the service we provide;
- To provide you customer service;
- To detect fraudulent or illegal activities, including enforcing our Privacy Notice.

We retain your personal information for as long as it is necessary and relevant for our operations.

In addition, we may retain personal information from closed accounts for the following reasons:

- to comply with laws;
- to prevent fraud;
- to resolve disputes;
- to troubleshoot problems;
- to assist with any investigation;
- to enforce our Privacy Notice and take other actions permitted or required by applicable laws.

After it is no longer necessary for us to retain your personal information, we dispose of it in a secure manner according to our Privacy and Data Protection procedures.

## **Changing the Way We Contact You About Our Services**

We will only send you communications when you have told us that you are happy for us to do so and via the method that you have indicated.

You can change the way that we contact you by emailing us on [office@larkriefarm.org.uk](mailto:office@larkriefarm.org.uk) or using the contact form on our website.



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## **Data Sharing with Third Parties**

We never share your personal information with anyone except third parties who provide services on our behalf.

If we share your personal information with certain third parties who provide services on our behalf, they only have access to the personal information they need to perform those services. They are required to keep your personal information confidential and may not use it other than as we ask them to, and always in accordance with this Privacy Policy.

The third parties who provide services on our behalf fall into the following categories: third parties that help us with, financial services, audit services, security services and claims.

## **How Long We Keep Personal Information**

Larkrise Community Farm will only retain customers' personal information for as long as is necessary and/or for regulatory requirements.

## **Keeping Personal Information Accurate**

Larkrise Community Farm will ensure that personal information is kept accurate and up to date as far as is reasonably possible. However, Larkrise Community Farm relies on customers to ensure that some of the information it holds about them is accurate and up to date. We encourage customers to inform us of any changes to their information.

## **Access to Your Personal Information**

We give you control over the personal information we collect about you, to ensure it is accurate and reflects your preferences. You have the right to access, update and amend personal information that we hold about you. In certain circumstances you can also:

- Object to our use of your personal information for certain purposes;
- Ask us to limit or restrict our use of your information;
- Ask us to remove or delete personal information about you;
- Provide your personal information to a third party provider of services.

If you would like to exercise your rights in relation to your personal information, please e-mail [office@larkrisefarm.org.uk](mailto:office@larkrisefarm.org.uk).

To request a copy of the personal information held on you or your client, please apply in writing to the Data Protection Officer at Larkrise Community Farm. Proof of identification will be required to protect your information. We also require sufficient details to be able to locate your information.



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## How We Protect Personal Data

We know how important it is to protect and manage your personal data. This section sets out some of the measures we have in place.

We use computer safeguards such as firewalls and data encryption, and we enforce physical access controls to our office areas and files to keep this data safe. We only authorise access to employees who need it to carry out their job responsibilities.

Our procedures mean that we may request proof of identity before we share your personal information with you.

In the unlikely event that we do suffer a security breach which compromises our protection of your personal information and we need to let you know about it, we will do so and inform the ICO where necessary.

However, whilst we take appropriate technical and organisational measures to safeguard your personal data, please note that we cannot guarantee the security of any personal data that you transfer to us over the internet.

## Changes to Our Privacy Policy

We will keep this Privacy Policy under regular review and will place any updates on this web page. This Privacy Policy was last reviewed in January 2022.

## Contact Us

If you have any questions, comments or concerns, or would like to make a complaint about how we use personal information we hold about you, please email our Data Protection Officer on [office@larkriefarm.org.uk](mailto:office@larkriefarm.org.uk).

If after speaking to us, you are not satisfied with our response, you can contact the Information Commissioner's Office (<https://ico.org.uk>) who is responsible for handling complaints about the use of personal information.

You can contact our Data Protection Officer at any time at [office@larkriefarm.org.uk](mailto:office@larkriefarm.org.uk) and we will get back to you as soon as possible.

Policy Prepared By:	Suzanne Metcalfe
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