**Bishops Cleeve Gardeners’ Club**

**Data Protection and Privacy Policy**

1. **About this policy**

This policy explains when and why Bishops Cleeve Gardeners’ Club (BCGC) collect personal information and how we use it, keep it secure and your rights in relation to it.

We will collect, use, and store personal data, as described in this Data Protection and Privacy Policy, when people engage in activities through the club and its partners. This includes members, visitors, guests, and other people using the facilities and services of the club.

This policy helps BCGC ensure that personal data relating to our members and other data subjects is:

a) processed lawfully, fairly and in a transparent manner in relation to individuals;

b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;

c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;

d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data is inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;

e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed;

f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

The above sets out BCGC’s main responsibilities under UK data protection law which is derived from the EU’s General Data Protection Regulation (GDPR).

We reserve the right to amend this Data Protection and Privacy Policy from time to time without prior notice. You are advised to check our website regularly for any amendments at [www.bishopscleevegardeners.co.uk](http://www.bishopscleevegardeners.co.uk)

We will only share your personal data with any third parties as outlined below.

We will always comply with the General Data Protection Regulation (GDPR) when dealing with your personal data. Further details on the GDPR can be found at the website for the Information Commissioner ([www.ico.gov.uk](http://www.ico.gov.uk)).

1. **Responsible person for the purposes of GDPR**

The Chair of the Committee for Bishops Cleeve Gardener’s Club will be the “controller” of all the personal data we hold about club members and others. The Chair is responsible for making sure the organisation complies with the General Data Protection Regulation (GDPR) which apply from 25th May 2018.

We will review personal data on a regular basis to establish whether we are still entitled to process it or not.

**2.1 Your rights**

You have rights under GDPR:

• To access your personal data

• To be provided with information about how your personal data is processed

• To have your personal data corrected

• To have your personal data erased in certain circumstances

• To object to or restrict how your personal data is processed in certain circumstances

For more details, please address any questions, comments and requests regarding our data processing practices to the Chair of the Committee for BCGC:

By email: [bishopscleevegardeners@gmail.com](mailto:bishopscleevegardeners@gmail.com)

By post: Ms Carole House, 12 Bishops Drive, Bishops Cleeve, Cheltenham, GL52 8DR

**2.2 The lawful reasons for processing your data**

We have three lawful reasons for processing your data, which are:

(a) Processing is necessary for compliance with our legal obligation

(b) Processing of your data is necessary for the administration of your membership contract.

(c) You have given consent to the processing of your data by agreeing to our privacy statement for the specific purposes set out in this policy.

The tables below give further explanation of which lawful reason applies to which data, why we collect it and who we may be required to share it with.

BCGC will make every effort to ensure data is only shared with organisations that are GDPR compliant.

1. **Membership and General Information**

This is necessary to enable us to properly manage and administer your membership with the BCGC including products and services including the handling of complaints.

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| **Data** | **Use** | **Shared With** |
| All contact and membership details including name(s), address, phone number, email, address and membership details, transaction and payment information, and records of your interactions with us | To administer membership and managing our relationship with you, dealing with payments and any support, services or product enquiries made by you | Shared internally with appropriate BCGC committee members.  Otherwise, where you have given us your explicit consent to do so |
| All contact and membership details | To send you information which is included within your membership benefits package, including garden centre membership, trips and events, and partner offers and discounts. | Shared internally with BCGC committee members. Webb’s Garden Centre Appropriate external partner organisations  Otherwise, where you have given us your explicit consent to do so |
| All contact and membership details | To supply you with BCGC newsletters | Shared internally with appropriate BCGC committee members |
| All contact and membership details | To administer involvement in Committees, Working Groups and other panels | Shared internally with appropriate BCGC committee members |
| Contact details and records of your interactions with us | To answer your queries or complaints | Shared internally with appropriate BCGC committee members |
| Images in video and/or photographic form | For the purposes of promoting BCGC, our events and membership packages | Where you have given us your explicit consent to do so |
| All contact and membership details and marketing preferences | To send you other marketing information we think you might find useful or which you have requested from us, including our newsletters, information about membership, events, participation, products and information about our partners | Where you have given us your explicit consent to do so |
| All the personal information we collect | Retention of records whilst they may be required in relation to complaints or auditor requirements. | Shared internally with appropriate committee members  Shared with any specialist organisations and regulatory bodies including the insurance company and auditors but only for the purpose for which it is collected and to fulfil legal requirements |

1. **Enquiries and other communications with BCGC**

When enquiring about BCGC membership and services, we may hold your details for a period of time to deal with the enquiry. Any emails and other communications with the Club will only be retained for a period of time appropriate to the content or request and emails will be purged on a regular basis.

Your details will be kept for length of time necessary to administer the enquiry then deleted or destroyed. They will not be kept on a searchable database or used for any other purpose.

1. **How we protect your personal data**

Your data may be held in both paper form and on an electronic database. All electronic data will be held on cloud-based storage with the appropriate level of encryption.

Paper copes of data will be held at the address of the membership secretary in a locked box. In the unlikely event that it is necessary to transport data it will be kept secure.

For any online payments that we take we will use a recognised online secure payment system.

In the unlikely event of a breach of the security of data we will notify members promptly and we will never sell or pass on your personal data outside the remit of this policy.

1. **Request to see your personal information**

If you wish to know what personal data the Club holds, please email [bishopscleevegardeners@gmail.com](mailto:bishopscleevegardeners@gmail.com) and we will respond within 21 days of the request.

In most cases, there will not be a fee to comply with a request for your personal information. However, we may charge a reasonable fee for the administrative costs of complying with a request if it is manifestly unfounded or excessive, or if an individual requests further copies of their data.

1. **Accuracy and retention of data**

Each individual member is responsible for keeping BCGC informed of changes to their data (e.g., address/email etc.) and a request for any updates will be made at least once a year at renewal.

At that time, you are authorising BCGC to hold such data on file. The data will be normally kept for up to 7 years after the end of membership. It may be kept for a longer period for reasons of legal and civil action.

1. **Cookies**

Certain parts of our website use "cookies" to keep track of your visit and to help you navigate between sections. A cookie is a small data file that certain websites store on your computer's hard drive when you visit such websites.

Cookies can contain information such as your user ID and the pages you have visited. The only personal information a cookie contains is information that you have personally supplied.

We use cookies on our site to enable us to deliver content that is specific to your interests and gives us an idea of which parts of the site you are visiting and to recognise you when you return to the site.

Reading cookies does not give us access to other information on your computer's hard-drive and our site will not read cookies created by other websites that you have visited.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. If, however, you select this setting you may be unable to access certain parts of the site.

Unless you have adjusted your browser settings so that it will refuse cookies, our system will issue cookies when you access the site.

Please note providers of third-party content may also use cookies over which we have no control.

**This policy was last reviewed and updated on 23 February 2023**