

## Our Privacy Policy

The Cedarwood Trust is committed to protecting and respecting your privacy.

This policy explains how we use any personal information that you provide to us. Please read it carefully and check back occasionally, as we may change this policy from time to time.

For the purposes of data protection law, the Data Controller is The Cedarwood Trust, Avon Avenue, North Shields, NE29 7QT.

Our Data Protection Officer is **Wayne Dobson**. To contact him, please see the **Contact Us** section at the end of this document.

## What is personal information?

Personal data is information about a living, identifiable individual and includes any information that can be attributed to you personally, including your name and contact information. There are more sensitive types of personal data which are known as 'special categories' which includes information about your health. You can find out more about categories of personal data on the Information Commissioner's Office website.

Cedarwood Trust is committed to ensuring that all aspects of your privacy are protected.

## Your rights

Under the Data Protection Act 2018 and the UK GDPR (2021), you have the following rights:

- to be informed about the collection and use of your personal data.
- to access your personal data (known as Subject Access Request)
- to have inaccurate personal data rectified; or completed if it is incomplete.
- to have personal data erased (known as the Right to be Forgotten)
- to request the restriction or suppression of your personal data
- to data portability, which allows individuals to obtain and reuse their personal data for their own purposes across different services.
- to object to the processing of your personal data in certain circumstances.
- rights in relation to automated decision making and profiling.

Please note that some of these rights only apply in certain circumstances and we may not be able to fulfil every request. Where a request is declined, we will always explain our decision in full.

## Information we collect from you

We may collect and process the following information about you:

### Information you provide to us

You may provide us with information in several ways, including by filling in forms at our centre or on our website, or by corresponding with us by phone and email. This includes information you provide when you register with us, sign up to receive our newsletters, enter any competition, promotion or survey or provide feedback on our services.

The personal information that you provide may include your name, address, email address, phone number, our interactions with you, and other information about you to enable us to provide our services to you.

We collect limited data about children as provided by the parents, if they use our Early Years facility.

The only personal data we collect through our website is your email address when you submit a query, and this is collected to allow us to respond to you. You must ensure that you do not enter any

other personal details (such as address, phone number, financial information, etc.) when submitting a query through the website.

If you make a donation through our website, we do not store any of the financial information that you provide – this is passed directly to your financial institution over a secure connection.

Should you choose to share your data with us, you can be sure that we will only use it for the purpose which was collected.

### Information we collect about you

When someone visits our website, we collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. We collect this information in a way which does not identify anyone. We do not make any attempt to find out the identities of those visiting. We will not associate any data gathered from this site with any personally identifying information from any source.

## How we use your personal information

We use your personal information for the following purposes:

### Providing our services to you and fulfilling your requests

- Providing you with the information, products, and services you request from us.
- Administering promotions or competitions that you enter with us..

### Marketing and advertising

- Providing you and others with information about the services that we offer that we think may interest you.

### Service improvement and account management

- Ensuring that our content is presented in the most effective manner for you and your device.
- Administering our website and for internal business administration (for example, troubleshooting, data analysis, testing, research, statistical and survey purposes).
- Protecting our interests as part of our efforts to keep our services safe and secure.
- Managing your preferences (for example, your subscription to our newsletter).

## Legal basis for processing

Our legal basis for processing your personal information for the purposes described above will typically be one of the following:

### Provision of Services

We use your personal information to provide a service to you, or to take steps at your request prior to you entering into a service.

### Consent

You have consented to us using your personal information (for example, when you register with us, or agree to receive marketing emails from us). You can withdraw your consent at any time by contacting us and informing us of your change in preferences.

### Legitimate interests

It is in our legitimate interests to use your personal information to operate, improve and promote our services and to protect our business.

### Legal obligations

It is necessary for us to use your personal information for us to fulfil our legal obligations.

## Sharing your personal information

The Cedarwood Trust does not share your personal information with any third-party person or company, other than to comply with a legal obligation, as outlined below.

### To comply with a legal obligation

We may disclose your personal information if required to do so by law or in response to a request from law enforcement or another regulatory authority. We may disclose your personal information to enforce our agreements with you or to protect the rights, property, or safety of The Cedarwood Trust, its users or others.

## Storing your personal information

All data we hold about you is stored within the European Economic Area ("EEA").

We keep your personal information only for as long as is necessary for the purposes for which it is processed. These periods vary depending on the nature of the information and your interactions with us. You can ask us to delete any information that we hold about you by contacting us using the details below.

## Cookies

We use cookies and other similar technologies to distinguish you from other users of our website. This helps us to provide you with a good experience when you use our services. You may adjust the settings on your browser to refuse cookies but some of our services may not work if you do so. For detailed information on the cookies we use and why we use them, please read our Cookie Policy.

## Withdrawing your consent for marketing

You can withdraw consent for us to use your personal data for marketing purposes. To do this, please contact us with your request.

See the **Contact Us** section at the end of this document for details on how to do this.

## Subject Access Request

In compliance with the General Data Protection Regulation (GDPR) Cedarwood Trust are obliged, upon request, to disclose any information we hold about you. To do this, please contact us with your request.

See the **Contact Us** section at the end of this document for details on how to do this.

## Your right to be forgotten

In compliance with the General Data Protection Regulation (GDPR) Cedarwood Trust are obliged, upon request, to remove any information we hold about you. To do this, please contact us with your request.

See the **Contact Us** section at the end of this document for details on how to do this.

## How to complain

If you are unhappy about an issue relating to your data you can complain to us through the service you attend or if you would feel more comfortable, you can contact us with your request.

See the **Contact Us** section at the end of this document for details on how to do this.

## Contact us

If you have questions about this privacy policy or the way in which The Cedarwood Trust processes your personal information, or if you have a request to change how we store or process your personal information, you can contact us using the details below:

Address: Cedarwood Trust, Avon Avenue, North Shields, NE29 7QT

Email: [info@cedarwoodtrust.com](mailto:info@cedarwoodtrust.com)

Phone: 0330 094 8454

## Specific requests

If your request is:

- To withdraw your consent from marketing
- A subject access request
- A Right to be Forgotten request

Please mark your envelope / subject line of your email with "FAO Data Protection Officer". Please ensure that you include sufficient details for us to identify you, and to be able to get back to you.

## If you are not satisfied

We hope that we will be able to resolve any questions or concerns you have. However, you may at any time raise your concern with the UK Information Commissioner at [ico.org.uk](http://ico.org.uk)

## Last Updated

Last Updated: 14MAR23