

FARNHAM AREA TIMEBANK

Privacy Policy

1. Introduction & Contact Details

This privacy policy explains how we use any personal information we collect about you when you join Timebank and use our website, receive our email newsletters and event updates.

Please contact us if you have any questions about our privacy policy or information we hold about you:

Our organisation's legal name is: **Farnham Area Timebank**

Our email address is **farnhamareatimebank@gmail.com**

Our postal address is **c/o Hale Community Centre,
130 Upper Hale Road, Upper Hale, Farnham, GU9 0JH**

This privacy policy was last updated on 1st December 2018.

2. What information do we collect about you?

We collect information about you when you voluntarily register with us as a member and you use our website as well as receive regular newsletters and updating emails from us.

We also use cookies to automatically collect website usage information, email usage and general data on member exchanges.

3. How will we use the information about you?

We collect personal information about you in order to be able to email you about our organisation, activities, events and news.

We use information about your activities and exchanges on Timebank in order to understand your level of interest in our organisation and to compile aggregated statistics about the information we share.

We use your information collected from the website in an anonymised form only and in order that we can understand the level and type of activities achieved by the Timebank.

4. Our justification for processing your personal information

We only process your personal information where it is lawful to do so. The lawful basis on which we process your information is either:

- Our legitimate interests (if you are a member of our organisation, a volunteer, a registered service user, a customer, a trustee or similar); or
- Your consent (if you are neither a member of our organisation, a volunteer, a registered service user, a customer, a trustee or similar)

Please email or write to us if you need details about the specific lawful basis we are relying on to process your personal information.

5. Marketing

If you sign up as a member of Timebank and receive our associated newsletters, we would like to send you information about activities and services of ours and our members and perhaps other organisations which may be of interest to you (always sent by us in our email newsletters).

If you have consented to receive our email newsletters, you may opt out at a later date.

You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please follow the 'unsubscribe' instructions on the bottom of any email we send you, or write to us.

We will get your express opt-in consent before we share your personal information with any third party for marketing purposes.

6. Cookies

Cookies are small text or image files placed on your computer to collect standard internet log information and user behaviour information. This information is used to track use of the website and/or emails and to compile statistical reports on activity.

If you would like further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result. You can also disable tracking technology in emails you receive by adjusting your email service provider's settings.

7. Opting out

Whatever the lawful basis of our processing, you may opt-out of our Timebank and email newsletters at any time. Please either follow the 'unsubscribe' instructions at the bottom of any of our email newsletters, or write to us asking to unsubscribe.

You may also request your personal information to be erased, or object to its processing. In all cases, please email or write to us.

In order to turn off cookies, you may change your browser settings (for website cookies) or your email service provider settings (for tracking cookies in email newsletters). Please note that this may affect the way our emails or our website looks or performs.

8. How you can access or correct your information

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us.

We want to make sure that your personal information is accurate and up to date. If your email or any of your other contact details change, you can amend these details directly on the Timebank website (remembering to click 'save'). In the case of an email address change we would ask that you also email us with the details. To report any other changes, please email or write to us.

9. Other websites

Our website may contain links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

10. Sharing your personal information

We share your personal information with our website provider Hourworld only in order to ensure the operation of the software, for the processing to enable the sending of our email newsletters, and to allow them to analyse and improve the functioning of the websites they provide for us.

We may have to share your personal information with other third parties for legal or reporting requirements, such as with professional advisers, regulators, or other authorities.

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

11. Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We will notify you and any applicable regulator if there is a suspected personal data breach where we are legally required to do so.

12. How long we keep your personal information

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, provided there is no legal, accounting, or reporting requirements to retain it for a longer period.

13. Changes to our privacy policy

We will place any updates on the Timebank area of Hale Community Centre website

14. How to complain

If you are unhappy with how we collect and use your data, please tell us first. You also have the right to complain to the ICO (Information Commissioner's Office), whose website can be found

at www.ico.org.uk.