

Introduction

This privacy notice sets out how Braywick HEATH Nurseries uses and protects all personal information you provide us including data obtained from our website.

We are committed to protecting your privacy and we want you to be assured that your data is managed properly by our company. Any personal information you provide to us will be used lawfully and in accordance with this privacy policy.

We respect all personal data you choose to share with us, including that which we may obtain from other sources, and we will ensure it is stored safely and processed fairly & legally in accordance with the requirements of the Data Protection Act (2018).

We aim to be clear when we collect your data, (and afterwards throughout your involvement with our company), about how we intend to use it, and will not to do anything with your personal data that you wouldn't reasonably expect as a supporter of our company and cause.

Developing a good relationship and better understanding of our supporters through correct and legal use of your personal data allows us make better decisions, fundraise more efficiently, and ultimately helps us to reach our short and long-term goals. We aim to track your involvement with our company and build strong mutually respectful relationships that last.

Who are Braywick Heath Nurseries?

Braywick Heath Nurseries is a UK Social Enterprise, which offers work experience, training and employment to people needing support in the Royal Borough of Windsor and Maidenhead.

We are a Data Controller and as such are registered with the Information Commissioner's Office (the ICO) - Our ICO registration number is Z1255201

Our Registered address is at: 41 Braywick Road, Maidenhead, Berks SL6 1DX

Tel: +44 (0)1628 622510

Data Controller Enquiries: Robin Pemberton, Managing Director

chair@Braywickheath.co.uk

What data do we collect from supporters?

If you support or contact us in any way, by making an enquiry, making a donation, purchasing items, volunteering your time or expertise, registering for employment, signing up for (or attending) an event, then we may collect the following types of information:

- Name, title/s and full postal address
- Bank, credit card and payment details [if a donor or purchaser of a service or goods]
- Contact details such as email addresses, social media links and telephone numbers
- Information relating to events you may join in such as the event date, the payment collection method, records of the money raised
- Information relating to your health (for example if you work with us)
- How you heard of us
- What kind of connection you have with our social enterprise

- Why you have decided to support us. [Note: We will never make this question mandatory, and fully understand if you are not comfortable telling us].
- Your feedback from our services or dealings with us
- Contact notes relating to your involvement with the social enterprise or are considering having with our cause

How much of this information we collect depends on the type of relationship we have and the information shared in the course of your relationship with us. However, the information we collect will not be excessive for the purpose it is used.

We do not usually collect sensitive personal information about our supporters unless there is a clear and valid reason for doing so.

For what purposes is your personal data used?

We will use your data for example to:

- Provide you with the services, products or information you asked for
- Administer your contact details and give you the opportunity to change your preferences as well as amend errors and update your data
- Support our fundraising activities
- Keep a record of your relationship with us (including your feedback/suggestions)
- Ensure we know how you prefer to be contacted
- Understand how we can improve our services, products or information.
- Flag your data record accordingly— should you request to be removed from our mailing lists, or other participations, or any specific data processing or indeed if you require special treatment
- Conduct surveys so that we can be sure our customer care and services are maintained to a high standard

We may also use your personal information to detect and reduce fraud and credit risk, or for due diligence purposes.

We will ensure your data is handled professionally and legally at all times by any third party data processor we engage for this activity.

Understanding our supporters and their profiles also allows us to apply our resources effectively. We do this because it allows us to understand the background of the people who support us and to help us make the most appropriate requests to supporters who may be able and willing to contribute more. Most importantly, it helps us to raise the vital funds, and provide the help needed, to operate as our company and continue with the great services we provide. It also helps to fundraise in a more efficient and cost-effective way than we otherwise would.

Direct Marketing

With your consent, we will contact you to let you know about the progress our company is making and to ask for donations or other support. Occasionally, we may include information from partner organisations or organisations who support us in these communications. We make it easy for you to

tell us how you want us to communicate, in a way that suits you. Our forms have clear marketing preference questions and we include information on how to opt out when we send you marketing.

If you don't want to hear from us, that's fine.

Just let us know when you provide your data or contact us at admin@braywickheath.co.uk. We do not sell or share personal details to third parties for the purposes of marketing. If we run an event in partnership with another named organisation your contact details may need to be shared. However we will be very clear what will happen to your data at the time you register.

Sharing your story

Some people choose to tell us about their experiences with disability to help further our work. They may take on a role as an Ambassador, Employee or Volunteer, attend an event/s or sit on one of our committees. This may include them sharing sensitive information related to their health and family life in addition to their biographical and contact information.

We use some of the information provided, including gender, the type of disability people have experience with, to target opportunities for involvement. We also monitor the types of people who are involved to ensure that the views we hear are representative of all people affected by disabilities.

If we have the explicit and informed consent of the individuals, (or their parent or guardian if they are under 18), then this information may be made public by us at events, in materials promoting our campaigning and fundraising work, or in documents such as our annual report.

However, if after giving consent, you then change your mind, please contact us at admin@braywickheath.co.uk

Security

We are committed to keeping your information secure. We have put suitable physical, electronic and managerial procedures in place to safeguard and secure the information we collect. If you have any questions about security please contact us on; admin@braywickheath.co.uk

Notification of changes

We ask you to help us keep our records up to date by telling us, (see contact details below), when your contact details and other personal information changes.

If you wish to know more about our data processing then please contact us and we'll be happy to explain more. You can also change your mind at any time about how we contact you, how we process your data, or ask us to stop contacting you altogether.

Please note that Braywick Heath Nurseries may change this policy from time to time by updating this page. If you have any queries regarding content on the site or this policy, please contact admin@braywickheath.co.uk or at our registered address above.