At Whitton Network, we’re committed to protecting and respecting your privacy.

This policy explains

* when and why we collect personal information about you
* what we collect
* how we use it
* the conditions under which we may disclose it to others
* how we keep it safe and secure; and
* your rights and choices in relation to your information.

Any questions regarding this policy and our privacy practices should be sent by email to [whittonnetwork@btconnect.com](mailto:whittonnetwork@btconnect.com) or by writing to The Co-Ordinator, Whitton Network, 1 Library Way, Whitton, TW2 7AP.

How do we collect information from you?

We obtain information about you either from you completing the form on this website, or when you, or someone on your behalf, request to become one of our clients or volunteers.

What type of information do we collect?

The personal information we collect, store and use includes:

* your name and contact details (including postal address, email address and telephone number);
* the name and telephone number of the person we should call in case of emergency – usually a relative or neighbour
* your date of birth;
* any other personal information shared with us.

Data protection laws recognise certain categories of personal information as sensitive and therefore requiring greater protection, for example information about your health or ethnicity.

We only collect sensitive data about you when there is a clear and valid reason for doing so and data protection laws allow us to, for example, we may ask for your health information in order that our volunteer drivers know how mobile you are and whether they and their vehicle are suitable.

How and why is your information used?

We use your information primarily to provide our services to you.

Our main funders, Richmond upon Thames Council and Hampton Fuel Allotment Charity may ask for consolidated data on other factors, e.g. age and ethnicity. We do not use data on ethnicity for our own purposes but are required to collect it by our funders.

How long do we keep your information?

We keep your information for no longer than is necessary for the purposes it was collected for, generally for so long as you remain a client. The length of time we retain your personal information is determined by operational and legal considerations. For example, we are legally required to hold some types of information to fulfil our statutory and regulatory obligations. We review our retention periods on a regular basis.

Who has access to your information?

We do not sell or rent your information to third parties.

We do not share your information with third parties for marketing purposes.

However, we may disclose information about you to Social Services if required.

There are occasions when a Fundraiser, e.g. Richmond upon Thames Council, requests information at a group level, e.g. based on age.

Where it is necessary to protect life or health (for example, in the case of medical emergency suffered by an individual when with one of our volunteers) or a safeguarding issue which requires us to share your information with the emergency services.

Your Rights

Under UK data protection law, you have certain rights over the personal information that we hold about you. Here is a summary of the rights that we think apply:

**Right of access**

You have a right to request access to the personal data that we hold about you. You also have the right to request a copy of the information we hold about you, and we will provide you with this unless legal exceptions apply.

If you want to access your information, please send a description of the information you want to see and proof of your identity by post to the address provided below.

**Right to have inaccurate personal information corrected**

You have the right to have inaccurate or incomplete information we hold about you corrected. The accuracy of your information is important to us so we’re working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you believe any of the other information we hold is inaccurate or out of date, please contact us via email or post (see below). Alternatively, you can telephone 020 8893 3548.

**Right to restrict use**

You have a right to ask us to restrict the processing of some or all of your personal information if there is a disagreement about its accuracy or we’re not lawfully allowed to use it.

**Right of erasure**

You may ask us to delete some or all of your personal information and in certain cases, and subject to certain exceptions; we will do so as far as we are required to.

**Right to object**

You have the right to object to processing where we using your personal information (1) based on legitimate interests, (2) for direct marketing or (3) for statistical/research purposes.

If you want to exercise any of these rights, please email us at [whittonnetwork@btconnect.com](mailto:whittonnetwork@btconnect.com) or write to The Co-Ordinator, Whitton Network, 1 Library Way, Whitton, TW2 7AP.

We may be required to ask for further information and/or evidence of identity. We will endeavour to respond fully to all requests within one month of receipt of your request, however if we are unable to do so we will contact you with reasons for the delay.

Please note that exceptions apply to a number of these rights, and not all rights will be applicable in all circumstances. For more details we recommend you consult the guidance published by the UK’s Information Commissioner’s Office, <https://ico.org.uk/>

Keeping your information safe

When you give us personal information, we take steps to ensure that appropriate technical and organisational controls are in place to protect it.

We aim not to transmit any of your sensitive information over the internet. Although some details, e.g. name and address are sent to the firm we use for the gardening project using e-mail.

While we strive to protect your personal information, we have no control over the means of communication and cannot take responsibility for the security of information until we receive it. Once we receive information, we make our best effort to ensure its security. Where we have given (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Use of 'cookies'

We do not use cookies.

Links to other websites

Our website may contain links to websites of other organisations. We provide links in order to be helpful to visitors to our website but are not responsible for the content or operation of other websites.

This privacy policy applies only to Whitton Network: other organisations will have their own policies and practices.

Vulnerable circumstances

We are committed to protecting vulnerable clients and volunteers and appreciate that additional care may be needed when we use their personal information. In recognition of this, we observe good practice guidelines in our interactions with vulnerable people.

Changes to this policy

Any changes we may make to this policy in the future will be posted on this website so please check this page occasionally to ensure that you’re happy with any changes. If we make any significant changes we’ll make this clear on this website.

Review of this Policy

We keep this policy under regular review. This policy was last updated in May 2018.