



WOODLANDS CENTRE

Supporting access to the outdoors since 1959

Privacy Policy

May 2018

Introduction

We take your privacy seriously and we respect your privacy and data protection rights. This privacy notice aims to give you information on how and what data we collect, and how we use your personal data when you book with us or join our association or become a member. It also describes options we provide for you to access, update or otherwise take control of your personal data that we hold.

Woodlands Centre is run by a registered charity 519951 called The Barn Outdoor Pursuits Association (referred to as “we”, “us” or “our”) are based at Vicarage Road, Betws-y-Coed, Conwy, LL24 0AD.

Please take time to read this privacy notice in full and if you have questions you may reach our Data Protection Officer (“DPO”) by contacting us at bookingoffice@woodlandscentre.com.

Information we collect about you

When you book our centre, join us as a member, inquire or provide an evaluation the following personal data may be collected directly from you.

- **Identity Data:** Name, Email Address, Organisation, Job Title
- **Contact Data:** Billing Address, Email Address, Telephone Numbers
- **Financial Data:** Bank Details for refunds or changes only
- **Password recovery Data:** Security Question/ Answer for password retrieval
- **Transaction Data:** Details of bookings made, date and time, when payment was received and last time you logged in
- **Technical Data:** Where you came to our website from, how often you visit and use our website, the devices you used, relevant IP address, operating system and version, web browser and version, and geographic location

How we utilise your information

We will use your personal data for the following purposes:

- **When booking the centre to:**
 - Enter into a contract with the customer when a booking is made in accordance to our terms & conditions
 - Make sure we have been paid in full for a booking
 - To provide access to the centre
 - Charge for any subsequent repairs following a stay
 - Be able to refund money for cancellations or changes in bookings
 - Contact the customer in the event of when we need to cancel the booking
 - With consent, and optionally ask them for feedback about the service that we offer
- **When joining as a member to:**
 - Carry out our obligations as a charity as laid out in our constitution

- Communicate information which forms part of the membership agreement and can be sent according to legitimate interest
- Invite members to our Annual General Meeting as a legitimate interest
- Inform members with minutes of our meetings as a legitimate interest
- Communicate member only offers and benefits to promote the centre with consent

Our lawful bases for handling your personal data in the above ways are: (1) because it is necessary for performance of a contract with you; (2) because it is a legal obligation upon us; or (3) because we have obtained your consent. Where we are relying upon your consent, you have right to withdraw such consent at any time by contacting us at bookingoffice@woodlandscentre.com.

Why we process your information

We process personal information to enable us to:

- Enter into a booking contract with you
- Provide a voluntary service for the benefit of the national public as specified in our constitution
- Administer membership records
- Fundraise and promote the interests of the charity
- Manage our employees and volunteers
- Maintain our own accounts and records
- Fulfil our legal obligations

How we share your information

We may share your personal information (as appropriate) with the following:

- Our trustees and committee members
- A subset is shared with employees and contractors, as required, working at the centre
- Our accountant and auditor who prepares our accounts and returns the data to us once completed
- Payment service PayPal
- Debt collection services

How you can access, update or delete your data

Most of personal information held by us is sent by secure email when a password retrieval is requested on our website.

Updates and deletion requests to personal data can be done by contacting our booking office bookingoffice@woodlandscentre.com. Changes are completed within 48 hours.

If you make a request to delete your personal data and that data is necessary for a booking, the request will be honoured only to the extent it is no longer necessary or required for our legitimate business purposes or legal or contractual record keeping requirements

How we secure and store your data

We follow generally accepted standards to store and protect the personal data we collect, both during transmission and once received and stored, including utilisation of encryption where appropriate.

- Online in our secure database hosted by Microsoft Azure in Western Europe
- Online in excel spreadsheets stored on our secure Microsoft SharePoint document store
- By using secure email services provided by Microsoft Office 365
- By using certificates to encrypt all transmission of data
- Hard copy documents are stored in filing cabinets in a locked office at the centre
- Invoices are not stored
- Members cannot set their own passwords
- Data that is no longer required is archived regularly, encrypted and stored offline

How long we keep your personal data

We only retain customer personal data for as long as necessary and only for legitimate legal purposes and to maintain adequate and accurate business and financial records.

Member personal data is kept until the membership is cancelled

What are your rights?

As a Data Subject, you have the following rights:

- The right to request a copy of all personal data we hold about you
- The right to request correction of personal data we hold about you if it incorrect or incomplete
- The right to deletion of personal data we hold about you where there is no compelling reason for us to continue to hold it
- The right to restrict our data processing activities
- The right to request transfer of your personal data to a third party
- The right to object to processing if the lawful basis is legitimate interest or performance of a task in the public interest
- The right to file a complaint with the ICO (www.ico.org.uk)

If you wish to raise a complaint on how we have handled your personal data, you can contact our DPO who will investigate the matter.