The Place Guild Network Website Privacy Policy

Related policies:

· GDPR and Data Protection Policy

1. Overview

The Place Guild Network is committed to protecting your privacy and using technology that gives you the most powerful and safe online experience. This *Privacy Policy* applies to our website and governs data collection and usage, setting out how and why we obtain, use and protect personal information if you interact with us. By using The Place Guild Network website, you consent to the data practices described in this policy.

2. Who are we?

The Place Guild Network is a non-profit organisation based in the UK as a registered charity in England and Wales (CIO number 1179459).

The Place Guild Network contact address is ADD HERE

This Privacy Policy relates to information which is obtained by The Place Guild Network and for which The Place Guild Network is the Data Controller.

3. Collection of your personal information

The Place Guild Network may collect personally identifiable information, such as your email address, name, home or work address or telephone number. This would be obtained by you filling in the relevant fields on our website.

There is also information about your computer hardware and software that is automatically collected by The Place Guild Network. This information can include: your IP address, browser type, domain names, access times and referring website addresses. This information is used by The Place Guild Network for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Place Guild Network website.

The Place Guild Network encourages you to review the privacy statements of websites you choose to link to from The Place Guild Network so that you can understand how those websites collect, use and share your information. The Place Guild Network is not responsible for the privacy statements or other content on websites outside of the Place Guild Network websites.

4. Use of your personal information

The Place Guild Network collects and uses your personal information for the following reasons:

For administrative reasons, including:

· ‘Service administration’, which means that The Place Guild Network may contact you for reasons related to administering any donations you have made, your tax status with regard to Gift Aid if claimed, the completion of commercial or other transactions you have entered into with The Place Guild Network or the activity or online content you have signed up for;

· To confirm receipt of donations (unless you have asked us not to do this), and to say thank you. In relation to correspondence, you have entered into with us whether by letter, email, text, social media, message board or any other means, and to contact you about any content you provide.

· To process donations you give us and to ensure they are recorded correctly

· For internal record keeping so as to keep a record of your relationship with us. For example; what enquiries or complaints you have made, what areas of our work you have supported, or what resources you have ordered.

· To keep your data up to date, and to ensure that we can maintain contact with you where we believe you are happy to be contacted.

· To implement any instructions, you give us to with regard to withdrawing consent to send communications.

· To use IP addresses to identify the location of users, to block disruptive use and to establish the number of visits.

· To protect our staff and those with whom we work, or to prevent illegal practices. This will involve screening of employees and partners.

For marketing reasons, including:

- Sending direct marketing information via email by post or telephone, to keep our supporters updated on The Place Guild Network projects, fundraising activities and

appeals. We will only do this where we have reason to believe that this information will be of interest and will include the option to unsubscribe from future correspondence.
- To provide you with information about our work
- The Place Guild Network will only use your information within the organisation, and exclusively for the purposes for said information was obtained. Your personal data will not, under any circumstances, be shared or sold to any third party for their own marketing purposes, and you will not receive marketing from any other companies, charities or other organisations as a result of giving your details to us.

We may need to share your information with service providers who help us to deliver our projects, events, or other specific activities. These 'data processors' will only act under our instruction and are subject to pre-contract scrutiny and contractual obligations containing strict data protection clauses. We do not allow these organisations to use your data for their own purposes or disclose it to other third parties without our consent and we will take all reasonable care to ensure that they keep your data secure.

The Place Guild Network relies on the following legal bases in our marketing activities:

Consent

Wherever applicable and possible, we will ask for your consent to send you marketing information. We will do this through a clear statement of what you will receive and allow you to select only those channels that you wish to hear from us by.

Legitimate interest

In specific situations, we process your data to pursue our legitimate interests in ways which might reasonably be expected, and which do not materially impact your rights, freedom or interests. The Place Guild Network's use of legitimate interest includes the following:

Sending direct marketing information via email, to keep our supporters updated on The Place Guild Network's projects, fundraising activities and appeals. We will only do this where we have reason to believe that this information will be of interest and there will be the option to unsubscribe from future correspondence.

For activities other than marketing, we may rely on different legal bases:

Legal compliance

If the law requires us to, we may need to collect and process your data. We will also be legally required to store information and personal data for a limited amount of time, as established by applicable law.

Public Interest

In limited situations we may use data in the public interest. It is likely to be in the public interest to collect data to prevent illegal practices, ensure that we are fair in our practices by carrying out equality and diversity monitoring, or safeguard the wellbeing of people with whom we work.

5. Keeping us up to date with your details and contact preferences

Please tell us as soon as any of your contact details change so that we can keep our records up to date. You can change the way we contact you or the kind of material we send you at any time or unsubscribe from our regular emails by contacting us at ADD EMAIL HERE

6. Use of cookies

The Place Guild Network website use “cookies” to help you personalise your online experience. A cookie is a text file that is placed on your hard disk by a webpage server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you. Most browsers are set to automatically accept cookies by default, but you can change this setting. For instructions on how to find and accept/reject cookies for your browser, please read its help information.

7. Where we store your Personal Information

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area (“EEA”). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. The Place Guild Network will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this *Privacy Policy.*

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

8. Security of your Personal Information

The Place Guild Network secures your personal information from unauthorised access, use or disclosure. The Place Guild Network secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorised access, use or disclosure.

9. Access to Information

You have the right to request a copy of the personal information we hold about you. We will provide this as soon as possible, unless there are specific reasons why this would not be possible. We will always let you know if this is likely to be the case. We will only withhold requested personal information from the Data Owner if legally required to do so. Any access request will be Free of Charge and can be made via the email address below.

You also hold the right to be forgotten. Upon request we will remove your personal data from our systems to the extent that we are permitted to by law or regulatory guidelines. For instance, under HMRC rules we are required to retain financial data for seven years for audit purposes, and so will not be able to delete donation details until this time period has elapsed.

10. Contact Information

The Place Guild Network welcomes your comments regarding this *Privacy Policy*. If you believe that The Place Guild Network has not adhered to this Statement, please contact The Place Guild Network at ADD EMAIL HERE

This policy was last updated in April 2024 but will be subject to regular review.