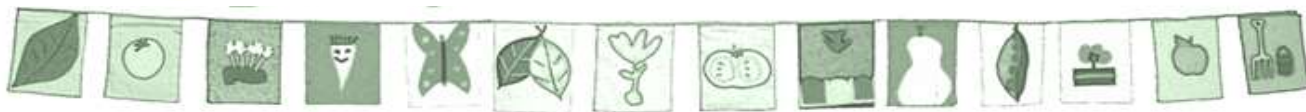




ST MATTHEWS CENTRE  
200 Balmore Rd  
Glasgow  
G22 6LJ



## PRIVACY POLICY

Concrete Garden is committed to protecting the privacy of your data. We wish to respect any personal data you share with us and keep it safe. We aim to be clear when we collect your data and not do anything you would not reasonably expect.

Please read this Privacy Policy carefully to understand our practices regarding your personal and special data and how we will collect, use and store your data. We may update this policy from time to time, so please check it regularly. If there are significant updates, we will inform those people with whom we are in regular contact, such as email subscribers.

### Who we are

Concrete Garden is a Scottish Charitable Incorporated Organisation. SC043154

Concrete Garden, are data controller and processors for the purpose of the Data Protection Act 1998 and General Data Protection Regulation.

Our address: The St Matthews Centre, 200 Balmore Rd, G22 6LJ

The Concrete Garden website can be found at <https://www.concretegarden.org.uk>

# What is personal data

Personal data means any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier such as a name, address, phone number, identification number, location data or online identifier.

## Why we collect personal data

We collect information to

- Allow us to provide you with information on workshops, training or activities that may interest you, and to keep you up-to-date with newsletters
- To provide you with information, which we think you, will be interested in based on your previous involvement.
- To tailor information and services we provide to ensure they are relevant to you;

## What is sensitive personal data

Sensitive personal data is personal data that specifically includes

- ethnic origin;
- politics;
- religion;
- trade union membership;
- genetics;
- biometrics (where used for ID purposes);
- health;
- sex life; or
- sexual orientation.

## Why we collect sensitive personal data

We only collect this information

- If we have been asked by funding bodies or service level partners to demonstrate diversity in our work. And our services and activities are reaching those most in need.
- To help us ensure equality and diversity across our programmes.

# What other data we may collect

We may collect some other information if you register as a volunteer, participant or if you register a child participant for any of our activities, workshops, training sessions or events, or if we are required to do so by law.

- Next of kin or emergency contact
- Photographic consent
- PVG scheme membership number
- Allergies, intolerances, health conditions or medications relevant to your own health and safety when participating.

# How we collect information

We collect information about you:

1. When you give it to us directly

You may give us your personal data in order to

- Receive our e-newsletter;
- Receive further information or products in relation to Concrete Garden (for example, if you sign up for a Concrete Garden workshop or session);
- when you take part in any of our organised activities (including attending any events);
- when you volunteer with us or take part in any of our youth and community projects network (or request information about these)
- when you respond to a survey or evaluation

When you give us information in this manner, we may collect and store this information.

We may collect other information from your use of the Website, such as your IP address and access times.

# What personal data we hold and how we use it

We will typically hold the following information of people who are registered as Volunteers, participants, plot holders, attending training sessions or workshops.

- Your full name and your title or an indication of the gender that you most closely associate with;
- Birth year, date or alternatively a relevant age range
- Postal address;
- Telephone number(s);
- Email address;
- Records of your correspondence with us;
- Donation and gift aid details (if you donate to us);
- Photos and digital images of individuals where you provide them to us and give consent;
- Information you enter onto the Website.
- Next of Kin/emergency contact
- Existing medical conditions or allergies
- Ethnic origin
- Disability
- Convictions
- Referees
- Case studies or evaluations ( with consent)
- Information you enter onto the Website
- Details of why you have decided to support/contact us;
- Details of how you would like to be involved and what you intend to do with the information we provide; and
- Information about you that will enable us to be more precise in what we send you or how we approach you.

We may hold the following information of people who are on our mailing list

- Your full name and your title or an indication of the gender that you most closely associated with;
- Birth year, date or alternatively a relevant age range
- Postal address;
- Telephone number(s);
- Email address;
- Records of your correspondence with us;
- Donation and gift aid details (if you donate to us);
- Photos and digital images of individuals where you provide them to us;
- Information you enter onto the Website
- Details of why you have decided to support/contact us;
- Details of how you would like to be involved and what you intend to do with the information we provide;
- Information about you that will enable us to be more precise in what we send you or how we approach you.

We will only process sensitive personal data (e.g. in relation to your health), when we have a lawful basis to do so ( Allergy information, or other circumstances that mean we need to use this to make sessions safe or accessible for your needs) with your explicit consent

We will use your personal data to:

- Provide you with the information, products or services that you request from us (for example, newsletters or guidance on our projects).
- Provide you with other information, products or services which we feel may interest you, when we have your consent to do so. This may include newsletters, tips, updates, information in relation to specific campaigns, voluntary surveys or questionnaires for you to complete, details of relevant volunteering opportunities, and details of any promotions and competitions we are running. We may also send you details of events we think you may be interested in attending;
- Provide you with information about carefully selected third-party events, products, campaigns and competitions, where we have your consent to do so;
- Personalise our communications with you (for example, to ensure that our communications are tailored taking into account your age, location and previous involvement with Concrete Garden);
- Keep a record of your relationship with us and, where you agree, communicate details of Concrete Garden activities that you may have participated in to others (for example by publishing stories and photos on our Website);
- Notify you about changes to our service;
- Comply with applicable laws and regulations and requests from statutory agencies; and
- Carry out any obligations or provide you with any other services, functionality or content which you specifically agree to on our Website.

## Communications and marketing

We may contact you by post and telephone, and where you have provided consent, by e-mail, to let you know about our events and activities (and those of third parties) that might be of particular interest to you; prize draws and competitions, our products; about the work of Concrete Garden more generally;

We provide the opportunity for you to opt-out from receiving our e-marketing communication newsletter every time we contact you.

You can opt-out from receiving our marketing communications, or update your contact preferences at any time by emailing. [Info@concretegarden.org.uk](mailto:Info@concretegarden.org.uk) or visiting the sign up page on our website and selecting the opt out button

## Children's data

We may collect and manage information from children, such as when a child registers to participate in our play sessions or other events.

Where consent is required: we seek consent from a parent or guardian in the process of collecting information about children, and we only hold information about children that we have lawful basis to do so, and for the purpose of the event/programme that they are applying for or participating in.

We will store your contact details in a secure place and they will be used to contact you in the event of an emergency involving your child. These details will not be shared outwith the organisation or our named delivery partner, except in the following circumstances: information shared indicates that you or someone else is at risk of serious physical, sexual or emotional harm, particularly if that person is a child. Even in these exceptional circumstances attempts will be made to involve you in how this disclosure should be made as long as it does not cause a delay or create further risk to yourself or others.

Where a parent gives consent on behalf of a child, we may contact that child after their 16th birthday, to check if they wish to maintain their relationship with us.

## How we keep your data safe and who has access to it

We are committed to ensuring that there are appropriate technical controls in place to protect your personal details including from misuse and unauthorised access.

We do not sell or share your personal details with third parties for them to use for marketing purposes.

We work with service providers and other third parties who help us to operate, run workshops, deliver training or/ and provide and improve our information, products and services, and we may share information with them for this purpose.

We may allow our staff, consultants and/or external providers acting on our behalf to access and use your information for the activities we have described above (e.g. to notify of workshops, activities, training, change of time or venue, deliver mailings, to analyse data and to process payments). We only permit them to use it to deliver the relevant service, and if they apply equivalent levels of protection that we do.

We may receive your details from charitable giving platforms such as Just Giving, in accordance with a particular platform's privacy policy. For example, where you donate to Concrete Garden through an online platform, they may then give us your address so that we can write to you and say thank you. Please do review any such policies before giving your data to these platforms, to ensure that you are happy for your data to be shared in this way

We may need to disclose your personal information upon request to regulatory and government bodies, law enforcement agencies and suppliers we engage to process data on our behalf. We may also merge or partner with other organisations and in so doing, acquire or transfer information.

The information we collect from you may be transferred to, shared and/or otherwise processed at a destination outside the European Economic Area (“EEA”). If we do we will take reasonable steps to ensure that the recipient implements appropriate measures to protect your information. 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.

## Corrections to your information

Except in limited circumstances, you have the right to obtain details of the information that we hold about you. If you would like to do so please contact us using the details below. You will be required to pass a security check to establish you are who you say you are.

We also want to make sure that your personal information is accurate and up to date. Please let us know if your details change. You may also ask us to correct or remove information which is inaccurate.

You can also opt-out of receiving all or some of our marketing / fundraising communications or request that we stop processing data about you for certain purposes at any time by contacting us using the details below.

If you are unhappy with the way in which we have handled your personal data please contact us using the details below.

## Your rights

In certain circumstances you have a right to require us to stop processing your personal data in a particular way, or for your data to be erased from our database. If it is not necessary for the purpose you provided it to us for (e.g. providing you with a service or item you have requested) or we do not otherwise require the data to be archived for future reference, we will do so.

The legal basis that we rely on for processing your data is either where:

- You have provided your consent to us using your data in a certain way;
- It is within our legitimate interests, or
- It is necessary in connection with the performance of a contract with you; or
- It is necessary to for compliance with a legal obligation to which we are subject.

You have a right to ask for a copy of the information we hold about you. If you want to access your information, please send a description of the information you want to see and proof of your identity to [info@concretegarden.org.uk](mailto:info@concretegarden.org.uk).

Please let us know if you have any queries or concerns about the way that your data is being processed by contacting us on the details below. You are also entitled to make a complaint to the Information Commissioner's office, and for further information see the Information Commissioner's guidance here <https://ico.org.uk/for-the-public/personal-information>.

## Data retention

We keep data for as long as there is a need to keep it in connection with the purposes for which it was collected.

We may keep your personal data after a particular matter or exchange has concluded but purely for record keeping purposes and to be able to respond to queries. In some cases, we are also obliged to retain your personal data to comply with legal or statutory obligations (for example, to keep records of contractual or financial matters).

Whilst the specific time periods vary depending on the circumstances, in general we will not keep records that include personal data for more than 6 years after a particular matter or exchange has concluded. In the event that you ask us to stop sending you marketing communications, we will retain certain details, such as your name, to help us ensure that you are not contacted again.

## Contact

Questions, comments and requests regarding this privacy statement are welcomed and should be addressed to [info@concretegarden.org.uk](mailto:info@concretegarden.org.uk)

## Changes to this privacy policy

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