

The Environmental Record Centre for Cornwall and the Isles of Scilly Privacy Policy

Cornwall Wildlife Trust, or CWT: registered charity in England and Wales 214929.

The Environmental Record Centre for Cornwall and the Isles of Scilly or ERCCIS: Website - Privacy Policy

ERCCIS collates, manages and disseminates biological and geological information for use in research, conservation and sustainable development, working with local and national biological recorders and conservation organisations for the better environmental conservation of the county.

As a Local Environmental Record Centre, ERCCIS works to support and facilitate recording across Cornwall, through our [Wildlife Information Service](#) and online recording website [ORKS - Online Recording Kernow and Scilly](#)

Information is received from a variety of sources and is stored in its original format and/or on computer databases.

1. General

We are committed to gathering and processing personal data with full regard for the General Data Protection Regulations (GDPR), the Privacy and Electronic Communications Regulations (PECR) and to the principles of personal choice and control, transparency, fairness and security. We always collect and process data on lawful grounds to meet the genuine needs of our organisation, but we do so with the highest regard for an individual's rights and freedoms.

2. Why do we collect your personal data?

We use your personal data to keep in touch with you. We will only ever collect, store and use your personal data when we have an identified purpose and reason to do so.

The ICO www.ico.org.uk refers to this as a 'lawful basis'. Further information about why we collect your personal data is outlined below.

The features of the ERCCIS website can be used without disclosing personal information. However, if you would like to:

- i) Subscribe to our newsletter

The ICO defines the lawful basis for processing your data for this purpose is opt-in consent where you have given us express permission to contact you by particular communication channels.

We respect your right to update the way we get in touch with you at any time and will offer you the chance to unsubscribe throughout our correspondence.

ii) Volunteer with us

We will collect your personal data so that we can keep in touch with you about, for example:

- the current work of CWT
- changes to planned volunteer work programmes that you may be taking part in
- the positive impact you have on our work, by sending you our volunteer newsletter or similar
- events useful for volunteers e.g. training opportunities, 'thank you' events, informative events.
- new volunteer opportunities
- thank you letters and information relating to our volunteer awards
- Christmas cards, get well cards, etc.
- feedback about your volunteering for example volunteer satisfaction surveys and exit reviews
- your feedback about the work of CWT

The ICO define the lawful basis for processing your data for these purposes as 'contractual' (where administering your volunteer record). Once your time as volunteer is over we will follow the lawful basis of consent as per 2(i).

We will respect your right to update the way we keep in contact and will offer you the chance to unsubscribe throughout our correspondence.

iii) Use our products and services

As referred in CWT Privacy Policy Section 4(d) we will hold your data to deliver any services that you have asked for. We collect personal data to:

- provide funded or charged services – such as landowner advice, environmental consultancy services and their affiliated agreements and all events and educational activities
- process any payments related to these services
- process any monitoring information related to these services

The ICO define the lawful basis for processing your data for these purposes as 'contractual'. Where it is a contractual requirement to share your personal data with third parties – such as our funders or any regulatory bodies – we will always make this clear when we first collect information from you.

We respect your right to update the way we get in touch with you at any time.

3. Biological records

i) Submitting Biological records

The Online Recording Kernow and Scilly or ORKS is an online service, provided by ERCCIS that enables anyone to upload a sighting or record of any flora and fauna in Cornwall. When a record is sent in, your name and email are held on our biological database as part of your record. This is part of our verification process, where we check that the identification is correct. We may contact National or local experts, to ask for their opinion on records that are rare or difficult to identify. ERCCIS/CWT staff and our affiliated verifiers will have access to your personal contact information, and we may need to contact you specifically regarding your record.

ii) Requesting Biological records

If you want to request a data search from us then we need you to provide your company or personal contact details. We ask an enquirer to complete an Information request form, and may take up references before the data is supplied. These details will be used only to facilitate the processing of your data search.

The ICO define the lawful basis for processing your data for this purpose as 'consent' where submission of records to ERCCIS by any means (including ORKS) will include the use of your personal information. We agree that your personal information will not be passed to any third party, and this does not affect your right to delete your ORKS account at any time.

4. How do we store your data?

i) Security

All of the personal data we process is processed by our staff in the UK. However, for the purposes of IT hosting and maintenance your information may be situated outside of the European Economic Area (EEA). This will be done in accordance with guidance issued by the Information Commissioner's Office.

We use HelpScout to process correspondence relating to the Wildlife Information Service including email, voicemail and Beacon contact form submission. Copies of their policies regarding data security in terms of operational security, physical security and application security can be found on their website. <https://www.helpscout.com/company/legal/dpa/>

We use Mail Chimp for email correspondence for ERCCIS related newsletters and updates. A copy of their policy regarding data security in terms of operational security, physical security and application security can be found on their website. www.mailchimp.com

Electronic data and databases are stored on secure computer systems and we control who has access to information (using both physical and electronic means). Our staff receive data protection training and we have a clear Data Protection Policy and associated guidance which personnel are required to follow when handling personal data.

ii) Data retention policy

We will only use and store information for as long as it required for the purposes it was collected for. We continually review what information we hold and delete what is no longer required.

5. Data sharing

We sometimes need to share the personal information we process. Where this is necessary we, and any third parties we share with, are required to comply with all aspects of the General Data Protection Regulations (GDPR). Sharing is always subject to a lawful basis for processing.

We will never sell personal details to third parties.

Organisations that we share data with include:

- Our partners on partnership projects – for example, for the purposes of project monitoring and delivery;
- Survey or research organisations – for example, to verify species records.
- Our funders (if applicable) – to demonstrate compliance to funding and service provision contracts;
- Legal/compliance bodies where required – insurers, auditors, pension provider, HMRC, Fundraising Regulator, ICO;
- Statutory bodies or agencies – for example, to respond to legal issues and risks;
- Healthcare, social and welfare organisations – to manage and safeguard the wellbeing of our staff, volunteers and beneficiaries;
- Educators and examining bodies – for example, where we are supporting trainees;
- Current, past and prospective employers – for example, to provide references;

When we work with other organisations or individuals in this way, we must always set up a written contract with them to protect personal data – Data Processing and/or Data Sharing Agreements. The third parties we work with at no point ‘own’ an individual’s data, must never contact the individual outside of their agreement with us and must always delete this data from their systems when they have completed the task in hand. We must always send data to partner organisations securely, to minimise the risk of it being intercepted by unknown individuals and/or organisations.

6. Your rights

We respect your right to control your data. Your rights include:

a) The right to be informed

This privacy notice outlines how we capture, store and use your data. If you have any questions about any elements of this policy, please contact us.

b) The right of access

If you wish to obtain a record of the personal data we hold about you, through a Subject Access Request, we will respond within one month. To make a Subject Access Request, please contact our Head of Finance & Administration.

c) The right to rectification

If we have captured information about you that is inaccurate or incomplete, we will update it.

d) The right to erase

You can ask us to remove or randomise your personal details from our records.

e) The right to restrict processing

You can ask us to stop using your personal data.

f) The right to data portability

You can ask to obtain your personal data from us for your own purposes.

g) The right to object

You can ask to be excluded from marketing activity.

h) Rights in relation to automated decision making and profiling

We respect your right not to be subject to a decision that is based on automated processing.

7. Making a complaint

The Cornwall Wildlife Trust want to exceed your expectations in everything we do. However, we know that there may be times when we do not meet our own high standards. When this happens, we want to hear about it, to deal with the situation as quickly as possible and put measures in place to stop it happening again.

We take complaints very seriously and we treat them as an opportunity to improve and strengthen our relationship with our supporters and volunteers. This is why we are always very grateful to hear from people who are willing to take the time to help us improve.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone in our organisation knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To learn from complaints and feedback to help us to improve what we do.
- Confidentiality

All complaint information will be handled sensitively, in line with relevant data protection requirements.

8. Get in touch

Should you wish to find out more about the information we hold about you, or about our privacy policy, please contact us:

Data Protection Team

Telephone: +44 1872 302267

Email: info@cornwallwildlifetrust.org

Address: Cornwall Wildlife Trust

Five Acres

Allet

Truro

Cornwall

TR4 9DJ

Our office hours are Monday – Friday 8:30am – 4:30pm.

9. Cookies

Our website uses cookies, as almost all websites do, to help provide you with the best experience we can. Cookies are small text files that are placed on your computer or mobile phone when you browse websites.

Our cookies help us:

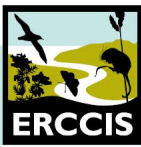
- Make our website work as you'd expect
- Remember your settings during and between visits
- Improve the speed/security of the site
- Allow you to share pages with social networks like Facebook
- Continuously improve our website for you

We do NOT use cookies to:

- Collect any personally identifiable information (without your express permission)
- Collect any sensitive information (without your express permission)
- Pass personally identifiable data to third parties
- Pay sales commissions
- You can learn more about all the cookies we use at <https://erccis.org.uk/aboutus/Policies>

Most web browsers allow you to control how cookies are handled, whether they are accepted and how long they are stored for. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org





To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>

10. Notification of changes

If the Cornwall Wildlife Trust decides to change their privacy policy it will post any changes on the website under the section entitled '[Privacy Policy and T&C](#)'.

If ERCCIS decide to change their privacy policy it will post any changes on the website under the section entitled '[Policies and Procedures](#)'.

