

## **1. Introduction**

The Scottish Rock Garden Club (SRGC) is committed to protecting your privacy and security. This policy explains how and why we use your personal data to ensure you remain informed and in control of your information.

## **2. About Us**

Your personal data (i.e. any information which identifies you, or which can be identified as relating to you personally) will be collected and used by the SRGC which is Scottish charity No. SC000942 and is the data controller under the relevant legislation.

## **3. What Information We Collect**

You provide personal information to us when joining or registering and when using our membership benefits such as the seed exchange, or communicating with us. This data kept securely and forms the basis of our contract with you to provide services outlined in 4 below.

We do not collect or store any sensitive personal data (e.g. health, beliefs or political) about you. However, if an accident or incident occurs at one of our shows, events or activities we are obliged to keep a record of it.

## **4. How We Use Information**

We use your personal data to administer our membership contract with you. This includes:

- Keeping your record securely in our membership database
- Provide membership benefits such as 'The Rock Garden', Dryas, Yearbook and Seed Distribution leaflet
- Informing you about our activities such as shows, events and the seed exchange
- Recording donations
- Fulfilling orders for seeds, goods and/or services (by mail, phone, email or in person)
- Respecting your choices and preferences

## **5. Disclosing And Sharing Data**

SRGC will never sell your personal data to a third party. If you have opted in to receive emailed club information updates we will contact you from time to time about shows, events, activities and other information. These emails will always come from SRGC.

In order to fulfil our contract with you, we share personal data with subcontractors or suppliers who provide us with their services (e.g. sending details to the mailing house for distribution of magazines).

We may also use third party suppliers such as MailChimp and SurveyMonkey to inform and canvas opinion from members. However, all these activities will be carried out under a contract which imposes strict requirements on our supplier to keep your information confidential and secure.

## **6. Marketing**

As already mentioned above, our contracted membership benefits are provided, and our publications are likely to include some advertisements and marketing information.

In addition, SRGC members have the opportunity to opt in to receive other emailed marketing communications. This is optional and you can choose to cancel them at any time without giving up your subscription to other benefits.

Examples of our emailed marketing communication could include:

- Our charitable work such as public events as defined in our Constitution
- Reminders about our shows events and activities in local groups
- Asking for your views on matters of concern to members
- Raising funds through donations and legacy bequests
- Sharing your personal data with affiliated local groups to enable them to inform you about their activities

## **7. Research and Profiling**

We may carry out surveys and analysis to determine the value and success of shows and events in order to make SRGC a stronger and more effective organisation.

In doing so, we may aggregate and anonymise personal data so that it can no longer be linked to any particular person. This information can be used to identify trends or patterns within our support base.

## **8. Young People**

We want young people to become involved in our club and its activities. Under 18 year olds can hold a Junior membership.

Those under 14yrs must have the consent and approval of their parent or guardian to join the club. If we wish to publish a picture, photo or article we will only do so with their parent/guardian's permission.

## **9. How We Protect Data**

Electronic data and databases are stored on secure computer systems using antivirus software and firewalls, and we control who has access to information. This is done to keep your data safe and to prevent unauthorised access to, or use or disclosure of your personal information.

If you use a debit or credit card we pass your details securely to our card payment providers, and we comply with the payment card industry data security standard (PCI-DSS). We do not store credit card details nor do we share customer details with any 3rd parties. If you send us credit card details in a paper format, for instance on a paper membership application form, these are shredded immediately after use.

## **10. Where We Store Information**

SRGC operations are all UK based and our data is stored securely within the European Union.

## **11. How Long We Store Information**

We will only use and store information as long as required. How long depends on the information in question and what it is used for, and we continually review the information we hold and delete any that is not required.

For example:

- If you do not renew your membership, your details will be retained for 3 years after expiry, allowing reminders to be sent and to simplify administration if you re-join,
- If your membership was Gift Aided, your details will be retained for the length of time required by HMRC (currently 6 years),
- Copies of emails between us may be retained to simplify administration or to resolve any disputes.

## **12. Keeping You In Control**

We want to ensure you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- The right to confirmation as to whether or not we have your personal data, and if we do, to obtain a copy of the personal information we hold (this is known as a subject access request)
- The right to have your data erased (though see 11 above, there are some exceptions)
- The right to have inaccurate data rectified
- The right to object to your data being used for marketing and profiling
- The right to restrict holding or processing of data in certain circumstances.

Further information about your rights can be obtained by contacting the Subscription Secretary (further details below).

### **13. Complaints**

You can complain by contacting our Subscription Secretary, even if it does not relate directly to your data protection and privacy rights.

If you are not satisfied with our response, or believe that your data protection or privacy rights have been infringed, please request that the matter is resolved direct with our President (contact details are available on our web site).

Ultimately, if you do not receive a satisfactory response, you can complain to the UK Information Commissioner's Office (ICO) which regulates and enforces data protection law in the UK. Details of how to do this can be found at [www.ico.org.uk](http://www.ico.org.uk)

### **14. Cookies And Links To Other Sites**

Our own web sites, currently [www.srgc.net](http://www.srgc.net) and <https://www.srgcseed.net>, may use local storage (such as cookies) to provide you with the best possible experience.

Our web sites contain hyperlinks to other web sites, (e.g. clubs and plant nurseries). We are not responsible for the content or functionality of any of those external web sites, but please let us know if a link is not working by emailing [info@srgc.org.uk](mailto:info@srgc.org.uk)

If an external web site requests personal information from you (e.g. in connection with an order for goods and services), the information you provide will not be covered by this Policy. It is suggested you read the privacy policy of any web site before providing any personal information.

When purchasing goods or services from any of the businesses that our site links to, you will be entering into a contract with them (agreeing to their terms and conditions) and not with SRGC.

### **15. Changes To This Privacy Policy**

We may amend this Privacy Policy from time to time to ensure it remains current and that it accurately reflects how and why we use your personal data. The current version of our Privacy Policy will always be posted on our web site.

To contact the Subscription Secretary:

Email: [subsec@srgc.org.uk](mailto:subsec@srgc.org.uk)

Tel: 07986 849364

Address: 10 Quarry Avenue Acklington, Northumberland NE65 9BZ UK