



Somerset Environmental Records Centre Privacy Policy

1. Who are we?

Somerset Environmental Records Centre (SERC) was established in 1986 and is hosted by the Somerset Wildlife Trust at the Trust's office in Taunton. The core work of SERC is to gather, manage and supply biological and geological data and hold the county list of sites recognised for their natural value.

Data gathered by SERC is used to build up a comprehensive picture of the biodiversity and geodiversity of Somerset, and help to monitor the state of the natural environment.

SERC is a member of the Association of Local Environmental Records Centres and has close links to the National Biodiversity Network, and the National Federation of Biological Recorders

2. Our commitment to your privacy

We are committed to keeping your personal details safe. This policy explains how and why we use your personal data, to ensure that you remain informed and in control of your information.

Any references to Somerset Environmental Records Centre, SERC, Somerset Wildlife Trust, the Trust, or to 'we' or 'us' refer to:

- Somerset Wildlife Trust. We are a registered charity in England and Wales, and our registered charity number is 238372.
- Somerset Environmental Records Centre partnership (SERC) is hosted by Somerset Wildlife Trust in the Taunton office

We use three key definitions to describe people mentioned in this policy. These are definitions used by the Information Commissioner's Office (ICO), the UK's independent body set up to uphold information rights (www.ico.org.uk)

- **'Data subject'**: this is you. As the data subject, we respect your right to control your data.
- **'Data controller'**: this is us, the SERC. With your permission, we determine why and how your personal data is used (as outlined in this policy).
- **'Data processor'**: this is a person, or organisation, who processes your data on our behalf, with your permission.

When we work with other organisations or individuals in this way, we always set up a written contract with them to protect your data. The third parties we work with at no point 'own' your data, so you will never hear from them independently and they will always delete your data from their systems when they have completed the task in hand. We always send your data to partner organisations securely, to minimise the risk of it being intercepted by unknown individuals and/or organisations.

We will never sell your personal data.

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

Business Support Manager
Somerset Wildlife Trust
34 Wellington Road
Taunton
Somerset
TA1 5AW

Telephone: 01823 652400
Email: enquiries@somersetwildlife.org

Our offices hours are Monday to Friday 9am to 5pm.

3. 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 refers to this as a 'lawful basis'. Further information about why we collect your personal data is outlined below.

a) To record details of your wildlife sightings

If you submit wildlife sighting data to SERC (Somerset Environmental Records Centre partnership) we collect your personal data so we can keep in touch with you regarding your sighting.

As defined by the ICO, the lawful basis for processing your data for these purposes is 'legitimate interest'.

b) To conduct land and wildlife surveys

If you are a landowner we may collect your personal data so we can keep in touch with you regarding requests to conduct land surveys on your land and keep you informed about the survey and its results.

As defined by the ICO, the lawful basis for processing your data for these purposes is 'legitimate interest'.

c) To administer and deliver training courses

We collect your personal data so we can:

- Enrol you onto a training course
- Send you information about the training
- Administer the training course

As defined by the ICO, the lawful basis for processing your data for these purposes is 'contractual'.

d) To enable you to volunteer with us

If you are a SERC volunteer, we collect your personal data so that we can keep in touch with you about, for example:

- 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
- dedicated volunteer thank-you events

As defined by the ICO, the lawful basis for processing your data for these purposes is 'legitimate interest'.

e) Specialist Group Liaison meetings

If you participate in Specialist Group Liaison meetings we will collect and use, with your consent, your contact details to keep you informed about future events and meetings and share your details with the other group members

As defined by the ICO, the lawful basis for processing your data for these purposes is 'Consent'.

f) Employment and work administration

If you apply or work for SERC either as an employee, contractor, apprentice, trainee or as part of a work placement we collect your personal data so we can fulfil our obligations as an employer and liaise with you regarding your work.

As defined by the ICO, the lawful basis for processing your data for these purposes is 'contractual'.

4. What kind of personal data do we collect? How do we collect it?

a) Basic information

We will usually collect basic information about you, including your name, postal address, telephone number, email address.

Most of the time, we collect this data from you directly. Sometimes this is in person; other times, it is over the telephone, in writing or through an email.

Sometimes we will collect other information about you such as your date of birth and gender. When we do so, we will be very clear as to why we are collecting such information, and we will only do so with your specific consent and permission.

Once again, most of the time we collect this data from you directly.

Other ways in which we collect personal data to get to know you better include:

i) Our website

Our website uses 'cookies' 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

For more information on our Cookies Policy, please click [here](#).

b) Sensitive personal data

We do not normally collect or store sensitive personal data (such as information relating to health, beliefs or political affiliation) about supporters and members. However, there are some situations where this will occur.

When we do so, we will be very clear as to why we are collecting such information, and we will only do so with your specific consent and permission. In these situations, we collect the data from you directly.

If you are a volunteer or seek employment then we may collect extra information about you, for example:

- references
- criminal records checks
- details of emergency contacts
- medical conditions

We may also collect sensitive personal data if you have an accident or injury at a SERC office or SERC event. This information will be retained for legal reasons, for safeguarding purposes and to protect us (including in the event of an insurance or legal claim). If this does occur, we'll take extra care to ensure your privacy rights are protected.

c) Children and young people

In line with data protection law, we will not collect, store or process your personal details if you are under 13 years of age; unless we have the express permission from your parent or guardian to do so.

For further information, please see our [Safeguarding Vulnerable People policy](#).

5. How do we store your data?

a) 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.

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 set of detailed data protection procedures which personnel are required to follow when handling personal data.

b) 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.

For further information, please see our [Data Retention Policy](#).

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.

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.

In addition to the rights above, at any time you also have the right:

- To change your preferences on how SERC communicates with you
- Withdraw any prior permissions or consents you have given us to process your data
- Lodge a complaint with the Trust or the supervisory authority (the Information Commissioner's Office)

For more information on your individual rights, please see the [Information Commissioner's Office](#).

7. Making a complaint

SERC want to exceed your expectation 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, in order 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 develop our approach. 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.

For general complaints please contact:

Business Support Manager
Somerset Wildlife Trust
34 Wellington Road
Taunton
Somerset
TA1 5AW

Telephone: 01823 652400
Email: enquiries@somersetwildlife.org

If you wish to complain on how we handle or have handled your personal data you can contact our Data Controller who will investigate your complaint.

Business Support Manager (Data Controller)
Somerset Wildlife Trust
34 Wellington Road
Taunton
Somerset
TA1 5AW

Telephone: 01823 652400
Email: enquiries@somersetwildlife.org

If you are not satisfied with our response to your data handling complaint or believe we are not processing your personal data in accordance with the law you can escalate your complaint to the Information Commissioner's Office (ICO).

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

SK9 5AF

Telephone: 0303 123 1113

Email: casework@ico.org.uk

Confidentiality

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

Responsibility

Overall responsibility for this policy and its implementation lies with the Business Support Manager.

8. Leaving our website

We are not responsible for the privacy practices or the content of any other websites linked to our website. If you have followed a link from this website to another website you may be supplying information to a third party.

9. 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:

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Taunton
Somerset
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Our office hours are Monday – Friday, 9am – 5pm.

We update this policy periodically.

Last updated: May 2018