

## Privacy Policy – Lower Coquetdale Red Squirrels

At Lower Coquetdale Red Squirrels (LCReds), we understand that we have a responsibility to protect and respect your privacy and look after your personal data. This Privacy Policy explains what personal data we collect, how we use this personal data, the reasons we may need to disclose this personal data to others and how we store personal data securely.

For clarity, LCReds may be both a data controller and a data processor for your personal data under certain circumstances.

We would like to inform you that this Privacy Policy is subject to change, so please check our website on a regular basis for any changes.

This Privacy Policy sets out your rights under the law as set out in the [General Data Protection Regulation \(GDPR\)](#) by informing you:

- What information is being collected?
- Who is collecting it?
- How is it collected?
- Why is it being collected?
- How will it be used?
- Who will it be shared with?
- What will be the effect of this on the individuals concerned?
- Is the intended use likely to cause individuals to object or complain?

The following sections provide the required information.

### What information is being collected

The personal data that we may collect from you includes your name, organisation name (if appropriate) address, email address, phone numbers, payment information and IP addresses. We may also keep details of your visits to our site including, but not limited to traffic data, location data, weblogs and other communication data. We also retain records of your queries and correspondence, in the event you contact us.

When reporting a sighting on our web site we collect sighting information including location and ask for your name, telephone and email address – these personal details are optional.

In rare and exceptional circumstances, we may also collect sensitive personal data if you have an accident when representing us. 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 will take extra care to ensure your privacy rights are protected.

Please be aware that any video, image, or other content posted, uploaded or otherwise made available by you onto our website, whether published content or not, is not subject to our Privacy Policy. We merely process such data on your behalf, subject to our Terms and Conditions and you are responsible for any applicable legal requirements in respect of your content.

### Who is collecting it

Your information is being collected by LCReds, which is a volunteer conservation group that works to ensure the conservation of our native Red Squirrel within our local area of Coquetdale, notionally to the east of the A697 and down to the coast. We do not have any premises but work from the homes of our committee members.

## How is it collected

We collect information about you if you use our web site to report a squirrel sighting or submit one of the website forms including applying for membership or making a general enquiry. We also collect information about you if you contact us by phone, email or letter in respect of any of our activities or during the purchase of products we offer for sale. Additionally we also collect information from you when you sign up, enter a competition, promotion or survey or when you inform us of any other matter.

If you provide us with personal data about a third party (for example when reporting a sighting on their behalf), you warrant that you have obtained the express consent from the third party for the disclosure and use of their personal data.

Your personal data may be automatically collected when you use our web site, including but not limited to, your IP address, device-specific information, server logs, device event information, location information and unique application numbers. We do not use any cookies on our website and therefore do not request cookie information be stored on your browser device.

## Why is it being collected

Data protection laws state that we are only able to process personal data if we have valid reasons to do so. The basis for processing your personal data includes, but is not limited to, your membership of the group, consent, performance of a contract, to enable billing and remittance, squirrel sightings and to contact you for customer service purposes.

## How will it be used

We use information about you in the following ways:

- To process membership requests to join or leave the group
- To monitor and record sightings of squirrels
- To inform you of the group's activities, meetings, events etc
- To share information relating to squirrel conservation generally
- To notify you about changes to our website and services
- To provide customer care, including responding to your requests if you contact us with a query
- To provide you with newsletters and information about products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes
- To process transactions if you buy any products we offer for sale
- To enable us to review, develop and improve our website and services
- To carry out marketing and statistical analysis
- To inform you of service and price changes

## Who will it be shared with

Membership details, contracts and general enquiries may be shared with members of LCReds.

Squirrel sighting data is shared amongst members of our group and members of Coquetdale Squirrel Group, our neighbouring conservation group. Their Privacy Policy is available at <https://www.coquetdalesquirrelgroup.co.uk/privacy-policy/>

We also share squirrel sighting data with Red Squirrels Northern England a conservation partnership working across Northern England. You can find out more about them from their web site [www.rsne.org.uk](http://www.rsne.org.uk). Their Privacy Policy is available at [www.rsne.org.uk/rsne-privacy-policy](http://www.rsne.org.uk/rsne-privacy-policy).

There may be other occasions when we share information with project partners, but we will always ask for specific consent at the point when you give your information.

For the avoidance of doubt, we do not and never shall sell your personal data to third parties for marketing or advertising or any other purposes.

### Third Parties

We work closely with a number of third parties (including business parties, service providers, payment processors and fraud protection services) and we may receive information from them about you. These third parties may collect information about you including, but not limited to, your IP address, device-specific information, server logs, device event information, location information, and unique application numbers. We may use their features within our website, however, in some instances, they may be acting as data controller and they will have their own privacy policies, which we advise you to read.

We may pass your personal data to third parties for the provision of services on our behalf (for example processing your payment for a purchase). However, we will only ever share information about you that is necessary to provide the service and we have specific contracts in place, which ensure your personal data is secure and will not be used for any marketing purposes.

We take no responsibility for the security of your information when you contact and provide information to any groups, charities or businesses listed on our site. We advise in such circumstances that you check the privacy policy of any site you land on.

Our web and email forwarding services are provided by Fasthosts, for more information about them see [www.fasthost.co.uk](http://www.fasthost.co.uk). Their privacy notice can be found at <https://www.fasthosts.co.uk/terms/policies/privacy-notice>.

Donations made on our site are processed by PayPal, for more information about them see [www.paypal.co.uk](http://www.paypal.co.uk). Their privacy statement can be found at <https://www.paypal.com/uk/webapps/mpp/ua/privacy-full>.

Our Facebook page(s) are hosted by Facebook, for more information about them see [www.facebook.com](http://www.facebook.com). Their privacy policies can be found at <https://www.facebook.com/privacy>.

### What will be the effect of this on the individuals concerned

There will be minimal effect if any on you by our collection of information. All information provided is with your consent so you always know the what and why of your information provision.

### Is the intended use likely to cause individuals to object or complain

The information we collect and store is highly unlikely to give you cause to object or complain regarding any aspect of the acquisition, storage, use or distribution of the information you might provide. We do not normally collect any sensitive personal information.

### Retention periods

We will keep membership personal data for the duration of the period you are a member of our group.

We retain sighting information for up to five years after the sighting is reported.

Information regarding purchasing goods or services and general enquiries will be held only for as long as necessary in accordance with applicable laws. Information regarding any purchases or contractual matters may have to be kept for up to 7 years after you cancel your arrangements with us. We may not be able to delete your data before this time due to our legal and/or accountancy obligations. We assure you that your personal data shall only be used for these purposes stated herein.

## Your rights

You have the right to object to our use of your personal data. There may be legal and accountancy reasons why we will need to keep your data, but please do inform us if you think we are retaining or using your personal data incorrectly. You have the following rights (among others) regarding our use of your data:

- 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.*
- The right of access  
*If you wish to obtain a record of the personal data we hold about you, please ask us and we will respond within one month.*
- The right to rectification  
*If we have captured information about you that is inaccurate or incomplete, we will update it at your request*
- The right to be forgotten  
*You can ask us to delete, remove or stop using your information if there is no need for us to keep it*
- The right to erase  
*You can ask us to remove or randomise your personal details from our records.*
- The right to restrict processing  
*You can ask us to stop using your personal data.*
- The right to data portability  
*You can ask to obtain a copy of your personal data for your own purposes*

## Your right to make a complaint

If you wish to complain about any aspect of how we collect and use your information, please contact us by one of the following methods:

- Email us at [privacy@lcreds.org.uk](mailto:privacy@lcreds.org.uk)
- Call our secretary during normal business hours – telephone number is on our web site under Contact/Contact Info menu
- In writing to Lower Coquetdale Red Squirrels, Meadow Villa, West Thirston, NE65 9EG

You also have the right to make a complaint about how we process your personal data to the UK Information Commissioner:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
Web: <https://ico.org.uk/concerns/>