

Chiswick Horticultural & Allotments Society



PRIVACY NOTICE

Last updated August 13, 2021

Thank you for choosing to be part of our community at Chiswick Horticultural & Allotments Society or CHAS ("CHAS," "Society," "we," "us," or "our"). We are committed to protecting your personal information and your right to privacy. If you have any questions or concerns about this privacy notice or our practices with regard to your personal information, please contact us at secretary@growchiswick.org.

This privacy notice describes how we might use your information if you:

- Visit our website at <http://www.growchiswick.org>
- Engage with us in other related ways — including any sales, marketing, or events

In this privacy notice, if we refer to:

- "Website," we are referring to any website of ours that links to this policy
- "Services," we are referring to our Website, and other related services, including any sales, marketing, or events.

The purpose of this privacy notice is to explain to you in the clearest way possible what information we collect, how we use it, and what rights you have in relation to it. If there are any terms in this privacy notice that you do not agree with, please discontinue use of our Services immediately.

Please read this privacy notice carefully, as it will help you understand what we do with the information that we collect.

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1. WHAT INFORMATION DO WE COLLECT?

Personal information you disclose to us

We collect personal information that you voluntarily provide to us when you register on the Website, express an interest in obtaining information about us or apply for membership, when you participate in activities on the Website (such as by posting messages in our online forums or entering competitions, contests or giveaways) or otherwise when you contact us.

The personal information that we collect depends on the context of your interactions with us and the Website, the choices you make and the services and features you use. The personal information we collect may include the following:

Personal Information Provided by You

We collect and maintain a list of our members' information including (when given): names, addresses, email addresses, phone numbers, membership numbers, and, if applicable, allotment numbers. For those who pay their subscriptions by standing order, direct debit or bank transfer, we may also include bank account details.

All personal information that you provide to us must be true, complete and accurate, and you must notify us of any changes to such personal information.

2. HOW DO WE USE YOUR INFORMATION?

We use personal information collected via our Website for a variety of purposes described below. We process your personal information for these purposes in reliance on our legitimate interests with your consent, and/or for compliance with our legal obligations. We indicate the specific processing grounds we rely on next to each purpose listed below.

We use the information we collect or receive:

- **To send administrative information to you.** We may use your personal information to send you information about our Annual General Meeting (AGM) and changes to our terms, conditions, and policies.
- **To send member information to you** and reminders to renew your annual membership.
- **To send you our newsletter**, information about our parties, shows, talks and events.
- **To request volunteers**, to share information about work rotas in the Trading Centre and Greenhouse or to plan and arrange catering and events.
- **Request feedback.** We may use your information to request feedback and to contact you about your use of our Website and Services.

- **Administer prize draws and competitions.** We may use your information to administer prize draws and competitions when you elect to participate in our competitions.
- **To deliver and facilitate delivery of services to the user.** We may use your information to provide you with the requested service.
- **To respond to user inquiries/offer support to users.** We may use your information to respond to your inquiries, suggestions and requests, and solve any potential issues you might have with the use of our Services.

3. WILL YOUR INFORMATION BE SHARED WITH ANYONE?

We do not share or sell your information to anyone outside of the Society.

4. DO WE USE COOKIES AND OTHER TRACKING TECHNOLOGIES?

We may use cookies and similar tracking technologies (like web beacons and pixels) to access or store information. Specific information about how we use such technologies and how you can refuse certain cookies is set out in our Cookie Notice: <http://www.growchiswick.org/cookies>.

5. HOW LONG DO WE KEEP YOUR INFORMATION?

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy notice, unless a longer retention period is required or permitted by law (such as tax, accounting or other legal requirements). No purpose in this notice will require us keeping your personal information for longer than twelve (12) months past the termination of the user's membership.

When we have no ongoing legitimate need to process your personal information, we will either delete or anonymize such information.

6. HOW DO WE KEEP YOUR INFORMATION SAFE?

We have implemented appropriate technical and organizational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security, and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, transmission of personal information to and from our Website is at your own risk. You should only access the Website within a secure environment.

7. WHAT ARE YOUR PRIVACY RIGHTS?

In the UK and EU, you have certain rights under applicable data protection laws. These may include the right (i) to request access and obtain a copy of your personal information, (ii) to request rectification or erasure; (iii) to restrict the processing of your personal information; and (iv) if applicable, to data portability. In certain circumstances, you may also have the right to object to the processing of your personal information. To make such a request, please use the contact details provided below. We will consider and act upon any request in accordance with applicable data protection laws.

If we are relying on your consent to process your personal information, you have the right to withdraw your consent at any time. Please note however that this will not affect the lawfulness of the processing before its withdrawal, nor will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent.

If you are a resident in the UK and EU and you believe we are unlawfully processing your personal information, you also have the right to complain to your local data protection supervisory authority.

If you have questions or comments about your privacy rights, you may email us at secretary@growchiswick.org.

Membership Information

If you would at any time like to review or change the information in your account or terminate your account, you can:

Contact us using the contact information provided. Upon your request to terminate your account, we will delete your account and information from our active databases. However, we may retain some information in our files to prevent fraud, troubleshoot problems, assist with any investigations, enforce our Terms of Use and/or comply with applicable legal requirements.

Cookies and similar technologies: Most Web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove cookies and to reject cookies. If you choose to remove cookies or reject cookies, this could affect certain features or services of our Website. For further information, please see our Cookie Notice: <http://www.growchiswick.org/cookies>.

Opting out of our newsletter: You can unsubscribe from our newsletter email list at any time by contacting us using the details provided below. You will then be removed from the newsletter email list.

8. DO WE MAKE UPDATES TO THIS NOTICE?

We may update this privacy notice from time to time. The updated version will be indicated by an updated "Revised" date and the updated version will be effective as soon as it is accessible. If we make material changes to this privacy notice, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this privacy notice frequently to be informed of how we are protecting your information.

9. HOW CAN YOU CONTACT US ABOUT THIS NOTICE?

If you have questions or comments about this notice, you may email us at

secretary@growchiswick.org.