

# Privacy Notice and Cookies

We are Wimbledon Guild and for the purposes of UK Data Protection Law we are registered with the ICO under registration number Z7159560. Our charity registration number 200424, with a registered address at Guild House, 30/32 Worple Road, Wimbledon SW19 4EF.

This Privacy Notice explains when and why we collect personal information about you, how we use it and the conditions under which we may disclose it to others. Your personal data is defined as any information that can directly or indirectly identify you. This notice also explains how we keep your data safe and secure and includes information you need to know about your rights and how to exercise them.

This privacy notice is for our service users, donors and for our fundraising activities. If you would like to read our HR privacy notice, please write to us at the email below.

If you have any questions regarding our Privacy Notice and our use of your personal data, or would like to exercise any of your rights, please get in touch via the following information:

Email us: [info@wimbledonguild.co.uk](mailto:info@wimbledonguild.co.uk)

Telephone us: 020 8946 0735

## Collection of personal data

When you supply any personal information to the Wimbledon Guild we have complied with the Data Protection Act 2018 and UK GDPR in the way we deal with that information. In particular we must

- Collect the information fairly
- Let you know how we will use it
- Keep the information safe and secure
- Help you exercise your rights

## Information we may collect from you

When you donate, register on line, contact us, visit us, receive a service from us or interact with us in any other way, The Wimbledon Guild may sometimes receive personal information about you such as your :

- Name
- Email address
- Postal address
- Telephone number
- Debit or credit card details
- Family details
- Education and employment details
- Financial details



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- Lifestyle and social circumstances

We may sometimes process sensitive details ('special categories of information') such as your:

- Physical or mental health details
- Racial or ethnic origin
- Religious or other beliefs of a similar nature

When you visit our site, we also sometimes use cookies and collect information about your visit. For more details please see the 'Cookies' and 'How we use your information sections below'.

## How we use your information

We will use your information to provide and personalise our service. We will use your contact details to communicate with you including via social media.

We may use your information to send you offers and news about our products and services and those of our business associates **only when you have opted-in** to receive those communications. If you have opted –in to receive our marketing material, you may opt out at any time by clicking the unsubscribe option at the bottom of our emails, or by contacting us through this site.

If you have consented to receive marketing, we may occasionally contact you to ask if you would be prepared to help us with our market research, although participation is purely voluntary.

Please note that sometimes there may be instances where it may be necessary for us to communicate with you, in any event, for administrative or operational reasons relating to our services.

## Lawful Basis to process your information

Under the UK GDPR, we are required to have a lawful basis to process your personal data, and we rely on the following for our activities:

1. To provide you with our services, engage with you and to help you with your needs, we rely on substantial public interest
2. To send your marketing information, we rely on your consent
3. To process any donations, we rely on legitimate interest and legal obligations
4. To process any photos that we click of you during your engagement with us, we rely on consent
5. To perform any research or evaluation, we rely on legitimate interest
6. For our fundraising activities, we rely on legitimate interest.

When we rely on legitimate interest, we complete a legitimate interest assessment so as to carry out a balancing test. For any special categories of data we process, we either rely on explicit consent (when you have an option to give us this data), or substantial public interest read with conditions from the Data Protection Act 2018

## Disclosures of your information



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We will keep your personal information confidential and will not supply it to any third party without your consent, unless we are obliged or permitted by law to do so.

We sometimes may need to share your personal information with you and also with other organisations. The types of organisations we sometimes may need to share information with are:

- Family, associates or representatives of the person whose personal data we are collecting
- Employees
- Current, past and prospective employers
- Healthcare and social welfare organisations
- Educators and examining bodies
- Financial organisations
- Employment and recruitment agencies
- Survey or research organisations
- Business associates and professional advisers
- Providers of goods and services
- Local and central government
- Other voluntary and charitable organisations

For sharing such information, we rely on legitimate interest as the lawful basis.

Sometimes we use third parties to process your information on our behalf (for example, to process donations, send out mailings or analyse data). However, we require them to keep your information secure and to not use it for their own business purposes. For the purposes of UK GDPR, they act as data processors on behalf of us.

To comply with our duty of care and safeguarding, we may need to pass some information raising safeguarding concern with the authorities. In such circumstances, we apply vital interest and legitimate interest as our lawful basis. Data subjects' rights and other UK GDPR provisions may be restricted when concerning personal data processed in these circumstances. Exceptions and exemptions are applied on a case by case basis.

Some of our providers may be located overseas. When this is needed, information is only shared within the European Economic Area (EEA) and any transfers will be in full compliance with the data protection act, which includes completing the required transfer risk assessments and including the relevant standard contractual clauses in our agreements.

## Third Party websites

Our website may contain links to third party websites. This policy only applies to this site. If you access other sites using the links provided, the operators of these sites may collect information from you which will be used by them in accordance with their own privacy policy. We do not accept any responsibility for third party sites.

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## Use of Cookies

Cookies are small pieces of information that websites send to your computer and store on your hard drive. They are not software – they can't be programmed or carry computer viruses. Cookies allow us to recognise your computer when you next visit our website, but they don't tell us who you are. We collect consent for any non-essential cookies as required by the law.

The PECR, states that websites need informed consent from their users before they can store or retrieve cookies on your computer. Until technology develops, the best way for us to get that consent is by letting you know here where we use cookies.

We use cookies to

- remember your information so we can give you tailored information in future.
- monitor how people use our site so we can improve any problem areas.
- enhance our website with information from other websites, for example YouTube videos and Google Maps. We work hard with these websites to ensure they use cookies appropriately, but – because third party websites set their own cookies – we don't have direct control over how they use them.
- We have some relationships with carefully-selected and monitored suppliers. They may also set cookies during your visit to be used for remarketing purposes - to show you different products and services based on what you appear to be interested in. If you'd like to opt out, please go to the [Network Advertising Initiative website](#) (opens in a new window - please note that we're not responsible for the content of external websites)

## Disabling cookies

- You can manually delete old cookies, and stop cookies from being saved on your hard drive in future – find out more on the [All About Cookies website](#). However, disabling cookies may stop you from fully using all our website services.

## Your rights under UK GDPR:

Under data protection laws in the UK and EU, you have certain rights over the personal information that we hold about you. If you would like to exercise your rights, please get in contact using any of the details listed above. Here is a summary of the rights we think apply:

### a) Right to be Informed

You have the right to be informed as to how we use your data and under what lawful basis we carry out any processing. This Privacy Notice sets this information out however if you would like further information, please get in touch.

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## b) **Right of Erasure – also known as the right to be forgotten**

You may ask us to delete some or all of your information we hold about you. Sometimes where we have a legal obligation we cannot erase your personal data.

## c) **Right to Object**

You have the right to object to processing where we are using your personal information such as where it is based on legitimate interests or for direct marketing.

## d) **Inaccurate personal information corrected**

Inaccurate or incomplete information we hold about you can be corrected. The accuracy of your information is important to us and we are working on ways to make this easier for you to review and correct the information that we hold about you. We will also carry out an annual accuracy check. If any of your information is out of date or if you are unsure of this, please get in touch through any of the contact details listed in this notice.

## e) **Right of restriction**

You have a right to restrict the processing of some or all of your personal information if there is a disagreement about its accuracy, or we are not lawfully allowed to use it.

## f) **Right to Access your information**

You have a right to request access to a copy of your personal information that we hold about you, along with the information on what personal information we use, why we use it, who we share it with, how long we keep it for and whenever it has been used for automated decision making. You can make a request for access free of charge and proof of identity is required.

## g) **Automated decision making**

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. You have the right to question the outcome of automated decisions that may create legal effects or create a similar significant impact on you. We currently do not undertake automated decision making.

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## h) **Portability**

You can ask us to provide you or a third party with some of the personal information that we hold about you.

## i) **Right to withdraw consent**

Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data

**To exercise any of these rights, please reach out to us at the details mentioned on the top of this privacy notice**

## **Changes to our Privacy Notice**

This privacy notice is kept under regular review. If we make any significant changes to the way in which we process your information, we'll make the required changes to this Privacy Notice and will notify you so that you can raise any concerns or objections with us.

When making less impactful changes, we'll update this notice and post a summary of the changes on our website.