



Girlguiding Surrey East - Faurefold Privacy Policy

Girlguiding Surrey East takes the privacy of our volunteers, our county office and everyone who interacts with us seriously. This document sets out how, at Faurefold, the Girlguiding Surrey East county property and campsite, we gather, use, disclose and manage your data.

If you have any questions about this policy, please contact us via officegirlguidingsurreyeast@gmail.com.

Who we are

Girlguiding Surrey East is part of Girlguiding, the largest charity for girls and young women in the UK. We operate in the east of Surrey, England by supporting nearly 1,000 volunteers to provide fun and adventure in around 300 units, to girls and young women aged 5-25.

Girlguiding Surrey East is our operating name: we are also known as the County of Surrey East Guide Association. Our charity number is 305818.

Faurefold is Girlguiding Surrey East's property and campsite. As we are part of Girlguiding, you should also read the Privacy Notice on the national charity's website.

What personal information do we collect and how?

Girlguiding Surrey East uses personal information collected by Girlguiding, the national charity. Our volunteers are required to follow its data management policies.

Faurefold obtains personal information when you contact us about a booking of the facilities at Faurefold and complete an online booking form. We may also collect personal

information via telephone. We collect no personal information via the My Donate fund raising page on the website.

We also hold some personal information about individuals who volunteer at the site. They may or may not be members of Girlguiding. We hold information about those who have signed up to be a Friend of Faurefold. We hold information about contractors who undertake work on site.

We may use or obtain the following information:

- your name, and contact details (phone, email, address);
- records of your correspondence and engagement with us;
- photographs;
- bank details;
- any other information you share with us.

Faurefold does not collect or store any analytical information about usage of the website.

Why and how do we use your personal data?

We use personal information to administer the property and run events, for example:

- administer your booking, including advising on whether there is availability for your chosen dates;
- keep you up to date with its work, through its Friends of Faurefold mailing (by consent only);
- invitations to training and events;
- responding to enquiries and complaints.

Faurefold sends site volunteers and to Friends of Faurefold:

- periodic newsletters to members of Girlguiding Surrey East;
- appeals and fund raising activities - including requests for donations, how you can raise money on our behalf or attend or take part in a fund raising event and updates about the impact that fund raising activities have had.

You can withdraw your consent or unsubscribe from a mailing list by contacting us using the “get in touch” facility.

Legal basis for processing your personal information

We need a lawful basis to collect and use your personal data under data protection law. The lawful bases for Faurefold's data processing are as follows:

Legitimate interests

Personal data may be legally collected and used if it is necessary for a legitimate interest of the organisation using the data, as long as its use is fair and does not adversely impact the rights of the individual concerned.

When we use your personal information, we will always consider if it is fair and balanced to do so and if it is within your reasonable expectations. We will balance your rights and our legitimate interests to ensure that we use your personal information in ways that are not unduly intrusive or unfair. Faurefold's legitimate interests include:

- administration and operational management, including administration of the property, responding to enquiries, and management of events.

Consent

If you have given your consent to receive marketing information from Girlguiding and its regional and local branches, we can contact you by email with updates and fund raising information about Faurefold.

Contract

We can collect and use personal data in order to fulfil our contract with you. This includes administering bookings and contractors.

Legal obligations

We have a legal obligation to retain financial and property records, which may include personal information.

Data held on children

Except for personal information on a young person booking the site to achieve a qualification such as a Patrol Camp Permit, we hold no information on children.

How long do we keep your personal data for?

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. If the data is held on the basis of consent, you are entitled to withdraw that consent at any time.

Do we share your data with other organisations?

We do not share or sell your personal information to third-party organisations for marketing, fund raising or campaigning purposes.

We share personal information:

- where we are required to do so by law, for example to law enforcement or regulatory bodies;
- where it is necessary to protect the vital interests of an individual;
- if we have obtained your consent to do so.

How we protect your personal information

Our volunteers are required to follow policies and procedures in order to protect your personal data and prevent its loss, misuse or alteration.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Transferring your data outside Europe

Information held by Faurefold is not normally transferred outside of Europe.

Automated decision making and profiling

Faurefold does not do this.

Your rights

You have the following rights:

- right of access
- right to be informed
- right to withdraw consent
- right to object
- right to restrict processing
- right of erasure
- right of rectification
- right to data portability

If you want to exercise any of the above rights, please contact Girlguiding HQ at dataprotection@girlguiding.org.uk. They will ensure your data request is applied to all parts of Girlguiding, including ourselves.

Get in touch

If you have any questions or concerns about the Girlguiding Surrey East - Faurefold privacy notice or about data protection at Girlguiding Surrey East please contact us at officegirlguidingsurreyeast@gmail.com.

In addition, you are also entitled to make a complaint to the Information Commissioner's Office (www.ico.org.uk) and the Fundraising Regulator www.fundraisingpreference.org.uk.