

The Vine Centre Privacy Policy

The Vine Centre is a registered foundation CIO charity with registered charity number 1193666 and registered address at 33 Station Road, Aldershot, Hampshire GU11 1BA. Our website can be found here: <https://www.thevinecentre.org.uk/>

The Vine Centre respects the privacy of every person who visits or subscribes to our websites and online publications and are committed to ensuring a safe online-experience. This privacy statement outlines the personal data we may collect about you and how we may process it, as well as how our service providers might do the same. This privacy statement also tells you about your rights to control this data.

Responsibility for your data

The Vine Centre is subject to the General Data Protection Regulation and the Data Protection Act 2018. We are registered with the Information Commissioners Office as a Data Controller (ZB156191).

Personal Data

If you access our services or support us by donating, volunteering, register to fundraise or sign up for an event, we will usually collect some or all the below:

- Your full name
- Your contact details, including postal address, telephone number(s), email addresses
- Details of the transaction/payment method, such as your bank or debit/credit card details (card details are destroyed once the transaction has been processed, except the last four digits of the card number so that we are able to identify payments)
- Whether you are eligible for Gift Aid
- Records of your correspondence with us

We will use your personal data to:

- Provide you with the services or information you asked for
- Administer your donation or support your fundraising, including processing Gift Aid
- Ensure we know how you prefer to be contacted, and provide you with information we think you will be interested in (when we can legally do so)
- Understand how we can improve our services, products, or information
- Notify you about changes to our service
- Fundraising and Marketing purposes
- Comply with applicable laws and regulations and requests from statutory agencies.

When we collect your personal data

Our primary goal in collecting personal data from you is to give you an enjoyable customised experience whilst allowing us to provide services and features that most likely meet your needs. We only collect personal data from you through data inputted through enquiry forms (if submitted), newsletter subscriptions (if joined) and site usage data. We do give you the option to access our sites' homepage without subscribing or registering or disclosing your personal data. Please note that we do not intend to collect any personal data from children. Should we discover that any such personal data has been delivered to any of the sites, we will remove that information as soon as possible.

Social Media

If you wish, you can forward your details to us via Facebook Messenger.

We will ask for your permission to share your information or photos on social media.

Direct Marketing and Communications

We will only email you if you have consented to receiving this form of communication from us, in accordance with applicable law and regulation.

Data Sharing

We will never sell or share personal details to third parties for marketing purposes. We will share your details with HMRC where we are able to process gift aid. We do not pass on any of your personal data to other organisations without your specific agreement. Our chosen processors to help us do this include Google Analytics.

We may need to disclose your personal data upon request to regulatory and government bodies as well as law enforcement agencies or legal advisors and if necessary due to a safeguarding concern. We may also partner with other organisations and in doing so, acquire or transfer personal data, but your personal data would continue to be used for the purposes set out above.

Your rights:

Under the GDPR and the Data Protection Act 2018, you have the following rights:

- **Right to be informed.** This Policy provides you with information in relation to how your data is processed. This ensures that we are transparent about what we will do with the information you supply to us.
- **Right to object to the processing that is likely to cause you damage or distress.** Where you challenge the accuracy or lawful processing of your information, we will consider this.
- **Right to receive an electronic copy of any information you have consented to us holding.** You can ask us to provide you with the personal data about you we hold, securely and in a machine-readable format, so it can be moved, copied or transferred to be used across different services or for you to give to another organisation. This is called a subject access request and we will need to verify your identity before giving such information.
- **Right to object.** We will ensure that we have the right consents in place for sending you information. You can unsubscribe from our mailings and remove your details at any time. If you wish to stop receiving communications from us, you will be able to do so by contacting our Data Protection Officer (tracey.ashton@thevinecentre.org.uk).
- **Rights related to automated decision making.** If there is additional profiling based on the information we hold, then you can object to us making decisions about you based on such processing.

You can make a request at any point by email to tracey.ashton@thevinecentre.org.uk. We will respond to a request within one month of receipt. However, where a request is received to erase data, we may not be able to delete all data (for example where data is linked to financial transactions that must be kept for a set period of time under financial regulations).