



Data Protection and GDPR Policy

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Purpose of this Policy

This policy sets out how the organisation (“HGCT”) collects, stores, processes, and protects personal data relating to its members. It ensures full compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We are dedicated to safeguarding your privacy and treating your personal information with respect. This Policy sets out when and why we collect personal information, how we use it, under what circumstances we may share it with others, and the security steps we take to keep your information safe.

Roles and Responsibilities

Membership Secretary, Treasurer, Gift Aid Officer, Webmaster, and all authorised volunteers must follow this policy.

The names of the people in the above roles are to be found in the in-house magazine, The Wharfinger.

Personal Data Collection

Personal data refers to any information that can directly or indirectly identify you, or relates specifically to you, and is collected, used, and stored by HGCT. HGCT acts as the data controller for this information as defined under GDPR.

Your personal data may be collected whenever you interact with HGCT, such as when you become a member, volunteer, make purchases, or otherwise communicate with us. We may collect information when you:

- Use our website
- Contact us about our work
- Sign up as a member or volunteer
- Make a membership subscription payment or donation
- Order and pay for items in our shop or at an event
- Maintain contact with us
- Are a tenant of HGCT-owned property
- Are a supporter, benefactor, or otherwise involved in or relevant to HGCT’s activities
- As a landowner of the canal corridor or neighbour.

Examples of personal data collected when you join as a member include name, date of birth, address, phone number, email address, bank and/or credit card details, and gift aid status. If you volunteer with HGCT, we may also collect next of kin details, limited health and medical information, records of training and qualifications. Other forms of contact may result in the collection of additional information such as employment title or role.

For landowners we retain limited data regarding land use and ownership where relevant to our operations, which may include names, addresses, telephone numbers, and email addresses and Land Register information.

How is your information used?

The Trust processes data based on several lawful grounds, including contractual requirements, legal obligations (such as for Gift Aid), legitimate interests, and, where appropriate, with your consent (for

instance, for e-newsletters and optional communications). We will only use your personal data for the purposes for which it was collected.

Your data may be used to:

- Communicate with you
- Set up and maintain membership records, including issuing renewal reminders and notices
- Maintain volunteering records, including limited health and medical information
- Process donations you have made
- Manage entries into draws or raffles
- Seek your views and comments on our activities
- Notify you of changes within the HGCT
- Send you requested communications or those which may be of interest, including marketing, fundraising, and volunteer opportunities
- Respect your choices and preferences, for example, by keeping a record if you opt out of receiving marketing communications

Marketing

HGCT seeks consent from members and supporters for most types of communication or marketing, allowing you to choose whether to receive such information and by which method (post, email, text message, or phone). These preferences are updated on request.

Marketing communications may include promotion of our online shop, events and activities, news about H&GCT, requests for help, volunteering opportunities, and appeals for funding or donations. You may opt out of receiving marketing communications at any time.

Fundraising

As a charity, HGCT depends on donations and support to continue its work. We may contact members and supporters with fundraising materials and communications, which might include appeals, competitions, or suggestions for ways to help raise funds.

Magazine and Newsletter

The Wharfinger Magazine is sent to all members and selected supporters by post or email. Additional electronic newsletters may be sent where you have opted in. You may opt out of receiving the magazine, change the format, or unsubscribe from newsletters and other marketing at any time.

We may also use your personal data to enter into agreements (including merchandise sales), comply with legal obligations, protect your interests, or for our lawful interests, provided your rights are not overridden.

Data Sharing

We will never sell your personal data. However, we may share your data with suppliers—for example, when printing and distributing our quarterly magazine or using third parties to distribute electronic newsletters. In such cases, data will only be shared as necessary and will be appropriately protected during the process.

Payment Security

All payment-related processes are managed by third-party providers (currently PayPal or GoCardless) using secure online connections. We do not store your card details. When making purchases or donations online, transactions are processed through these third parties, who comply with the Payment Card Industry Data Security Standard (PCI-DSS). Your card details are never stored by HGCT.

Data Storage

We use a range of physical and technical measures to protect your personal data from unauthorised access, use, or disclosure. Your information will be retained for as long as necessary for the relevant activity or as required by any contract with us. Certain information must be kept to for full statutory obligations, such as for Gift Aid collection.

HGCT is based in the UK, and most data is stored locally on a limited number of desktop PCs. We take significant care to protect stored data and prevent unauthorised access, use, or disclosure. Some data is stored in the cloud, typically within the European Union. Service providers may transfer personal data outside of the EEA; for example, Microsoft, as a US company, may transfer data to the US, but such data is protected under the USA's Privacy Shield scheme. Mailchimp, also used for processing and storing data, is certified under the EU-U.S. Privacy Shield Framework. Where possible, we enable multi-factor authentication on these external services.

Personal data on portable electronic devices (like laptops) will be password-protected and only accessed by volunteers acting on behalf of HGCT for legitimate purposes. Physical documents, such as paper application forms, will be securely stored and destroyed when no longer required.

If you request not to receive marketing emails, your email address will be retained to ensure your preferences are respected. We may also retain your email address for administrative purposes if you are a member or non-member.

Your Choices

We aim to ensure you remain in control of your personal data and are aware of your legal rights, which include:

- Requesting whether we hold personal data about you and obtaining a copy of such data
- Requesting erasure of your data (subject to legal requirements for continued use)
- Requesting correction of inaccurate information
- Objecting to the use of your information for marketing purposes

There may be exceptions to these rights, and while we strive to meet your requests, certain situations may prevent us from doing so.

You may choose whether to receive information from us. If you prefer not to receive direct marketing communications concerning our work, please inform us via our website at www.h-g-canal.org.uk. We will not contact you for marketing purposes by post, email, phone, or text unless you have provided prior consent. You can change your marketing preferences at any time by contacting us. Please also inform us if your contact details or other information we hold is inaccurate or outdated.

You can contact HGCT by email at information@h-g-canal.org.uk

If you are dissatisfied with our response or believe your data is being processed unlawfully, please let us know. You also have the right to lodge a complaint with the UK Information Commissioner's Office (ICO). Further details are available at www.ico.org.uk.

Website Cookies

Use of Cookies

Like many sites, the HGCT website uses local storage methods (such as cookies) to enhance your experience and enable certain features, such as online shopping. Cookies are small files sent by an organisation to your

device and stored on your hard drive, allowing the website to recognise you upon subsequent visits. While cookies collect statistical data about your browsing habits, they do not personally identify you. Cookies help us to improve our website and offer a better service.

You can disable cookies by adjusting your browser settings; however, doing so may result in reduced website functionality.

Links to Other Websites

Our website may contain links to other organisations' websites. This Privacy Policy applies solely to our website, so we encourage you to review the privacy statements of any other sites you visit. We cannot take responsibility for the privacy policies and practices of other sites, even if accessed through links on our site. Similarly, if you accessed our website via a third-party site, we recommend reviewing that third party's privacy policy.

Updates to Policy

We review this Policy every 3 years unless legislation or processes changes require an update. The most current version of our Privacy Policy will always be available on our website. By using our website, you agree to be bound by this Policy.

HGCT can be contacted by email at information@h-g-canal.org.uk