

TATTON GARDEN SOCIETY PRIVACY POLICY

Registered Charity no. 1194793

Tatton Garden Society (TGS) respects your privacy and we will use your information in accordance with this policy. As a registered charity holding personal data we are regulated by UK data protection laws through the Information Commissioner's Office. TGS is the data controller for the purpose of the General Data Protection Regulation (GDPR) 2018 and the Data Protection Act 2018. Our contact for privacy and data is our Administration Officer.

Lawful bases for processing your personal data

There are three legal bases under which we may process your data:-

- Contract: if you become a member you will be signing up to our terms of membership which includes being bound by our CIO Constitution.
- Legitimate interest: we may collect and process your personal data to enable the Society to operate efficiently and, if you are a member, to provide you with the services you have paid for.
- Consent: if you have paid our membership subscription or made a donation, with your explicit consent we can use your personal data to reclaim gift aid from Her Majesty's Revenue & Customs (HMRC). Explicit consent is also required to send you our Lovell Quinta Arboretum newsletters to your email address.

Members

What information do we collect about you?

We collect the following personal data:

- Title
- Name
- Postal address
- Email address
- Telephone number
- Car registration number (if a Tatton Park car pass is purchased)
- Membership of the National Trust and/or Royal Horticultural Society
- Details of subscription payment: amount, date and form of payment (cheque or bank transfer)
- Bank details: account name, sort code and account number (if a refund for a trip or membership subscription is required by bank transfer)

All the information is collected directly from you, this is usually in the form of the Society's membership renewal or application form.

Your car registration number is required by us if you purchase a car pass for Tatton Park, to help administer the agreement the TGS has with Cheshire East Council over access arrangements. We will only share this information with Tatton Park representatives in the event of a query.

If you apply for TGS events and trips you will be asked to provide your name, address, email address (if you have one) and telephone number for the trip organiser to run that particular trip.

We require information on membership of the National Trust and Royal Horticultural Society to be able to identify those members who may qualify for free or reduced entry on trips to partner gardens.

How do we use your personal information?

We will send you communications that you would reasonably expect to receive as a member. We use your personal information to contact you for the following purposes:

- Membership renewal (annual)
- AGM paperwork (annual)
- Administration of your membership eg confirming a change in your contact details (as required)
- Occasional information on TGS matters: lectures, Tatton guided walks, garden trips, other events and news
- Occasional information on other organisations' activities which we believe may be of interest to our members
- Trip organisation for trip members only
- Fundraising campaigns

We will contact you by email or post to communicate about TGS meetings including the AGM, membership matters, TGS lectures, Tatton guided walks, garden trips, other events and fundraising campaigns. You can choose not to receive these emails by indicating on the membership renewal form or at any time by clicking on the Unsubscribe link at the bottom of the emails or writing to us at admin@tattongardensociety.org.uk or by post at Tatton Garden Society, The Old Hay Barn, Mere Estate, Warrington Road, Knutsford WA16 0PY.

Once or twice a year we will post to you (by Royal Mail) details and application forms of our garden trips and special events. You can choose not to receive this information when you renew your membership or at any time by contacting us at admin@tattongardensociety.org.uk, tel. 01565 831981 or writing to us at Tatton Garden Society, The Old Hay Barn, Mere Estate, Warrington Road, Knutsford WA16 0PY.

We only share your personal data with the following trusted third parties:

- Tatton Park staff employed by Cheshire East Council in the event of queries concerning car passes.

- RJM Information Technologies for support with our IT needs including the membership database, our websites and production of data for the HMRC gift aid claims.
- Printing companies for the production of the membership renewal forms.
- Professional advisors involved in fundraising campaigns.

Any information that is shared with the above is limited on a 'need to know basis'.

Non Members

We may need to process your personal data if you are a donor or potential donor to the Society, if you are purchasing a memorial tree or are a visitor to the Lovell Quinta Arboretum or a guest at our lectures, garden visits or events.

We may collect the following information about you:

- Title
- Name
- Postal address
- Email address
- Telephone number
- Membership of the National Trust and/or Royal Horticultural Society
- Bank details: account name, sort code and account number (if a refund for a trip is required by bank transfer)
- Details of payments and donations you have made to us: amount, date and form of payment (cheque or bank transfer)

If you apply for TGS events and trips you will be asked to provide your name, address, email address (if you have one), telephone number and whether you are a member of the National Trust or Royal Horticultural Society for the trip organiser to run that particular trip.

We require information on membership of the National Trust and Royal Horticultural Society to be able to identify those individuals who may qualify for free or reduced entry on trips to partner gardens.

Use of Cookies

Cookies are small files that are stored on your computer when you use a website. Without cookies some features of our websites (tattongardensociety.org.uk and lovellquintaarboretum.co.uk) would not work. Our necessary cookies do not include personal details such as your name, address or any financial details. On the Lovell Quinta Arboretum website there is a 'sign up' form which uses cookies to allow visitors solely to enter their email details in order to receive newsletters. There are several functional cookies attached which discourage bots from signing up for our newsletters. We also use Google Analytics which stores some further cookies so that we can obtain anonymised information on the use of our websites, such as the number of visitors, the popularity of

particular pages and how long those pages were opened for. Google Analytics does not provide us with information on your visiting habits as an individual. A cookie consent form that asks if you are happy for our cookies to run, appears upon your first visit to our websites. By withholding your consent, non-functional cookies will not operate.

Security

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place strong physical, electronic and managerial procedures to safeguard the information you have given us.

Whilst you are a member, your details are kept on a password protected membership database. If you supply your email address we will store it with our email marketing service provider, currently MailChimp, using secure access.

The TGS will not keep your personal data for longer than is necessary as described in this paragraph. We will remove all your details from our membership database and from our email marketing account within 18 months of our last contact from you. If you have applied to go on a trip, the trip organiser will delete any information you have supplied for the purposes of the trip once it is completed. Completed hard copy membership forms and gift aid forms are archived securely for six years, as required by HMRC, after which they are destroyed.

We will not share, rent or sell any personal information we hold on you to any third party or marketing organisation except as described in this privacy policy unless we have your permission or are required by law to do so.

If a breach of data security is suspected or occurs the TGS Administration Officer should be notified immediately on tel. 01565 831981 or admin@tattongardensociety.org.uk . If the breach has not been resolved by the TGS Administration Officer then the Information Commissioner's Office (ICO) should be contacted tel. 0303 123 1113. The ICO is the independent body set up to uphold information rights (<https://ico.org.uk/concerns>).

Access to your data and how to contact us

You are entitled to a copy of the information we hold about you (a 'subject access request') and to ask us to correct any inaccuracies. We will promptly correct any information found to be incorrect. The request should be sent in writing, either by letter or email to:

The Administration Officer

Tatton Garden Society

The Old Hay Barn

Mere Estate

Warrington Road

Knutsford WA16 0PY

Email: admin@tattongardensociety.org.uk