

Privacy Notice



Who We Are

Green Pastures (Dereham) gathers and processes your Company and/or personal information in accordance with this privacy notice and in compliance with the relevant data protection regulations (GDPR) and laws. This notice provides you with the necessary information regarding your rights and obligations, and explains how, why and when we collect and process your personal data.

Green Pastures (Dereham) of **20 Norwich Street, Dereham, Norfolk NR19 1BX** act as the data controller in the collection, use, storing, protection and transfer of your personal information. The designated Appointed Person for the charity is Lance Birks (Data Protection Advisor) and can be contacted via email at trustee.lance@greenpasturesdereham.org.uk or 01326 697953.

Information That We Collect

Green Pastures (Dereham) processes your Company and/or personal information to meet our legal, statutory, charitable and contractual obligations and to provide you with our services. We will never collect any unnecessary Company and/or personal data from you and do not process your information in any other way than already specified in this notice.

The Company or Personal data that we collect from you can include, as relevant: -

- Company and/or Personal Name
- Company and/or Home Address
- Position in Company
- Company Email and/or Personal Email Address
- Company and/or Home Telephone Number
- Company and/or Home Mobile Telephone Number

We collect information in the ways described below: -

When you contact us through our website, or by calling us, we may collect personal data such as your name and address, telephone number and e-mail address.

Additional personal data is usually collected through our interactions with you or through e-mail correspondence.

How We Use Your Personal Data

Green Pastures (Dereham) takes your privacy very seriously and will never disclose, share or sell your data without your consent, unless required to do so by law. We only retain your data for as long as is necessary and for the purposes specified in this notice. Where we consider that information, additional services or support may be of use to you we may contact you with details through newsletters or direct e-mailshots, you are free to withdraw such consent at any time.

The purposes and reasons for processing your personal data are detailed below: -

- We collect your Company and/or personal data in the performance of our charitable aims: *“to advance the Christian Faith in Norfolk for the benefit of the public through the sales of Bibles, Christian Books, music, cards and related products..”*
- We collect and store your Company and/or personal data as part of our legal obligation for business accounting and tax purposes

Policy prepared by Lance Birks
Policy became operational on: 1 Apr 2021

Last approved by Trustees on: 5 June 2024
Next review date: 1 Apr 2025

Version: 2.3

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- We have a legal obligation to share your Company and/or personal data with HM Revenue & Customs when reclaiming Gift Aid on any donations

Your Rights

You have the right to access any personal or company information that **Green Pastures (Dereham)** processes about you and to request information about: -

- What Company and/or personal data we hold about you
- The purposes of the processing
- The categories of Company and/or personal data concerned
- The recipients to whom the Company and/or personal data has/will be disclosed
- How long we intend to store your Company and/or personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible, unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your Company and/or personal data (*the right to be forgotten*) or to restrict processing in accordance with the data protection law, as well as to object to any direct marketing from us and to be informed about any automated decision-making that we use.

If we receive a request for any of the above rights, we may ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Company and/or Personal Information

We do not share or disclose any of your Company and/or personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement.

Green Pastures (Dereham) uses third-parties to provide the below services and business functions, however all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

West of England Baptist Association (WEBA)

We use West of England Baptist Association to process our monthly payroll and they act as a processor on our behalf. We provide them with personal information of employees in order that they may fulfill our contract with them to provide this service. For more information about WEBA please go to www.webassoc.org.uk/about/payroll-company.

Booksolve Computer Systems Ltd

We use software / services provided by Booksolve (Merlio) to enable us effectively to store details of trading partners and contacts. Personal information is securely saved within the website and although Booksolve do not have day to day access to your data, they are able to access your data for support purposes and in order that they may fulfill our contract with them to provide this service. For more information about Booksolve, please go to www.booksolve.com.

Safeguarding Measures

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Green Pastures (Dereham) takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your Company and/or personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including: -

- Regularly tested network equipment confirming secure internet access
- Encryption of data held on office computers and Google Workspace (formerly G Suite)
- Password restricted access to our PCs and data held on Google Workspace (formerly G Suite)
- Prompt shredding of any data communicated to us by telephone to facilitate payment card transactions when card/customer not present (CNP)
- Safe-storage of paper records relating to pending customer orders, followed by prompt shredding when orders have been fulfilled
- Inherent data security in all Booksolve (Merlio) software

Consequences of Not Providing Your Data

You are not obligated to provide your Company and/or personal information to **Green Pastures (Dereham)**, however, as this information is required for us to provide you with our services, we will not be able to offer all of our services without it.

How Long We Keep Your Data

Green Pastures (Dereham) only ever retains Company and/or personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations.

We are required under UK tax law to keep your Company and/or personal data for a minimum of 6 years in relation to any donations made by you, after which they will be destroyed.

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and withdraw your consent.

Lodging A Complaint

Green Pastures (Dereham) only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however, you wish to raise a complaint regarding the processing of your Company and/or personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

Green Pastures (Dereham)

Appointed Person: Lance Birks (Data Protection Advisor)

20 Norwich Street, Dereham, Norfolk NR19 1BX

Telephone: 01362 697953 E-mail: trustee.lance@greenpasturesdereham.org.uk

Supervisory Authority

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

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