



Trenance Cottages Newquay

Privacy notice

Trenance Cottages Newquay relies on the generosity and support of volunteers to carry out the vital work needed to manage, and celebrate, the cottages for the benefit of the local community. We are committed to protecting the personal details that we process when you engage with us.

Personal data is defined as any information that can directly or indirectly identify you.

We make every effort to ensure your personal information is processed in a fair and transparent way, in line with the General Data Protection Regulation (GDPR) 2018, UK Data Protection Act (DPA) 2018,

This privacy notice explains why we may ask for your personal information and tells you what we will do with it.

Why do we collect personal information about you?

We may collect personal information about you when you give it to us directly, for example if you:

- Apply for a job or to become a volunteer
- Sign up to receive information
- Support us through a donation
- Take part in events
- Submit a query, give us feedback or make a complaint
- Express interest in working with us to receive or provide products
- Engage with us as a potential community partner
- Enter into a contract or agreement with us
- Have your photograph taken at an event.

What information we collect, use, and why

We collect or use the following information:

- Names and contact details
- Addresses
- Emergency contact details
- Photographs or video recordings
- Health information if required to support you in your role.

- Dietary information if required (including allergies and health conditions)
- Information about any support requirements you may need to help you fulfil your volunteer or paid role.
- Records of meetings and decisions
- Payment details where appropriate
- Information relating to compliments or complaints

We collect or use the following information to **receive donations or funding and organise fundraising activities**:

- Names and contact details
- Addresses
- Taxpayer information (for Gift Aid purposes)

We may collect or use the following personal information for **archiving purposes**:

- Recorded images, such as photos or videos – given by consent.
- Donation history
- Records of consent, where appropriate

We collect or use the following personal information to **comply with legal requirements**:

- Name
- Contact information

We may collect or use the following personal information for **recruitment purposes**:

- Contact details (name, address, telephone number or personal email address)
- Details of any criminal convictions (e.g. Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

We collect or use personal information for **dealing with queries, complaints or claims**.

- When you contact us with an enquiry or complaint, we will use your personal information, provided by you, to deal with your enquiry and to make a record of your enquiry for internal administrative purposes.
- Our use of your personal information to deal with your enquiry and for record keeping is based on our legitimate interests in ensuring our organisation is run efficiently and effectively.
- Names and contact details
- Information relating to health and safety (including any incident investigation details and reports and accident book records)
- Correspondence

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your **data protection rights** which are in brief set out below:

- **Your right of access** – You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with.
- **Your right to rectification** – You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- **Your right to erasure** – You have the right to ask us to delete your personal information.
- **Your right to restriction of processing** – You have the right to ask us to limit how we can use your personal information
- **Your right to object to processing** – You have the right to object to the processing of your personal data.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. If you make a request, we must respond to you without undue delay and in any event within one month.

Our lawful bases for collecting or using personal information:

- **Consent** – we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object.
- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legal obligation** – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object.
- Provision of full and accurate information to the **Charity Commission** and Companies House concerning the Trustees of Trenance Cottages.

Where we get personal information from:

Directly from you.

Keeping your information safe

We take looking after your information very seriously. We use our best efforts and reasonable means to protect your personal information, and only keep it as long as is reasonable and necessary.

When we are provided with personal information about you, steps are taken to ensure that it is treated securely.

All information we collect about you is stored securely in the cottages offices in locked cabinets, the keys for which are also stored securely in a locked cabinet. Electronic data is stored on a secure server and is accessed via password-protected computers that are used only by authorised individuals. We regularly review data security measures.

How long we keep information

We will retain your personal information only for as long as necessary, and to the extent needed to comply with our legal obligations.

All personal data will be destroyed no longer than 6 months after an individual has ceased a volunteering role.

Trenance Cottages reserves the right to hold data for an undefined period related to any grant applications for archive purposes, to help inform future grant making policy/processes, and in order to facilitate a high standard of due diligence which will enable the charity to continue to fulfil its charitable objects.

Who we share information with

Others we may share your personal information with:

- Organisations we need to share information with for any safeguarding reasons
- Emergency services

How to complain

If you have any concerns about our use of your personal data, you can make a complaint directly to the cottages:

97 Trenance Road, Newquay, Cornwall TR7 2HW

Call 01637 859496

trenance.cottages@gmail.com

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last update	March 2025
Next review	March 2028