



Privacy Policy

V 1.0 July 2021

This Privacy Policy applies to information we, Communigrow, collect about individuals who interact with our organisation. It explains what personal information we collect and how we use it.

Main groups interacting with Communigrow

Group	Description
General public	Any member of the public contacting us via email, Facebook or at events
Subscribers	Members of the public subscribing on the website
Visitors	Members of the public visiting the field or the website
Donors	Members of the public making donations
Supporters	Members of the public joining the veg box scheme
Service users	Representatives of partner organisations who attend educational sessions at the field with groups
Volunteers	Members of the public signing in for volunteers opportunities
Employees	Members of the public who have signed contracts to work for the charity
Trustees	Members of the public who have been appointed to govern the charity

1. Personal data that we process

The following table explains the types of data we collect for each group and the legal basis, under current data protection legislation, on which this data is processed.

Group	Purpose	Data collected	What we use it for
General public	Enquiring about the charity and its work	Name, email, message	Legitimate interests - it is necessary for us to read and store your message so that we can respond in the way that you would expect.
Subscribers	Subscribing to email updates about our work	Name, email	Consent - you have given your active consent.
Website visitors	Website functionality	Website activity collected through cookies	Legitimate interests - it is necessary for us to store a small amount of information, usually through cookies, to deliver functionality that you would expect, such as remembering the contents of your order before you have fully completed the process. See more details on our Cookie Policy.
Field visitors	Arranging time for the visit	Name, email, message	Legitimate interests - it is necessary for us to know the reasons why you want to visit the field and arrange a date when it is convenient for you and the team.

Donors	Making a donation	Name, email, address, payment information	Legitimate interests - this information is necessary for us to fulfil your intention of donating money and your expectation of receiving a confirmation message.
Supporters of the veg box scheme	Ordering a veg box	Name, email, payment information	Legitimate interests - this information is necessary for us to process your veg box order.
Service users	Arranging details of educational sessions	Name, email, phone number	Representatives of partner organisations will provide their contact details to arrange time and details of activities that will benefit service users and groups they work with. Communigrow do not collect personal data from service users.
Service users	Reporting on work done by Communigrow	Photos, testimonials and case studies.	If partner organisations consent, we will use images and stories of individuals or groups who come with them. Communigrow use this information to promote the work of the charity in different publications e.g. annual report, project reports or on social media posts.
Service users	Asking for feedback and our impact	Name, perceptions about their experience	Representatives of partner organisations will be asked to share their feedback on groups experiences at Communigrow. This information will be used to identify social and environmental impact of Communigrow's activities, improve activities run by the charity and share on different publications including the annual report.
Volunteers	Applying for a volunteering opportunity	Personal contact details such as name, address, telephone number and personal email address	To contact volunteers about their roles and involvement with the charity. To contact volunteers in line with their marketing preferences. To send a birthday and Christmas card
Volunteers	Applying for a volunteering opportunity	Recruitment information, CV, (references and other information collected as part of the application process)	To make a decision about their recruitment as volunteers.
Volunteers	Applying for a volunteering opportunity	Reasons for volunteering, interests and availability	To manage their volunteering activity within Communigrow and expectations To ensure roles are appropriate for volunteers. To report on volunteers' motivations.

Volunteers	Applying for a volunteering opportunity	Information about any criminal convictions and offences as part of the recruitment process	To comply with safeguarding policies of Communigrow and make a decision about their recruitment as volunteers
Volunteers	Applying for a volunteering opportunity	Date of birth	To ask for consent if the volunteer is under 16 (in circumstances where we are able to accept applications from under 16s).
Volunteers	Applying for a volunteering opportunity	Emergency contact information.	To contact someone in case of emergency.
Volunteers	Applying for a volunteering opportunity	Information about your race or ethnicity, religious beliefs, and sexual orientation collected anonymously and as an optional question only	To monitor our diversity and inclusion processes and to identify trends.
Volunteers	Applying for a volunteering opportunity	Information about your health, including any medical condition	To comply with our health & safety obligations and enable any reasonable adjustments to be made
Volunteers	Applying for a volunteering opportunity	Gender, age, ethnicity	To inform statistics of volunteers and create a general profile of them volunteers that will help to make decisions related to the volunteering programme
Volunteers	Promoting volunteering opportunities	Photos, testimonials and case studies.	If you consent, we will use your image and story to promote the work of Communigrow in different publications e.g. annual report, project reports or on social media posts.
Volunteers	Tracking volunteered hours	Name, number of hours volunteered, date and activity	To report on support provided by volunteers
Volunteers	Asking for feedback and our impact	Perceptions about their experience and how it has benefited them	To improve volunteering experiences and the volunteering programme. This information will be used to identify social and environmental impact of Communigrow's activities, improve activities run by the charity and share on different publications including the annual report.
Employees	Becoming a staff member	Name, title, address, telephone number, personal email address, date of	To contact the candidate/employee in relation to their role.

		birth, CV and references	
Trustees	Becoming a trustee	Name, title, address, telephone number, personal email address, date of birth, CV and references	Registers of Directors and Members. To contact the trustee in relation to their role.

2. How we use your data

We will only use your data in a manner that is appropriate considering the basis on which that data was collected, as set out in the tables at the top of this policy.

For example, we may use your personal information to:

- Reply to enquiries you send to us;
- handle donations or other transactions that you initiate;
- communicate about steps of the recruitment process when you have applied for a volunteering opportunity;
- where you have specifically agreed to this, send you marketing communications by email relating to our work which we think may be of interest to you.

If you notify us that you no longer wish to remain on our database we will delete your personal data immediately.

Email addresses provided by volunteers

We contact volunteers by email to share relevant information about the charity and their roles and activities they are supporting. Examples of communications are:

- Updates for activities run by the charity
- Briefings for activities you have signed up for
- Training opportunities for volunteers
- New opportunities advertised to support the charity
- Recognitions
- Vacancies at Communigrow
- Changes in policies and procedures
- Opportunities to participate in other activities (promotion, events, campaigns, research, etc.)
- Other volunteering opportunities taking place that might interest you

This list is by no mean exhaustive and some other communication relevant to your activity might have to be sent.

Newsletter

By subscribing you will be added to our newsletter mailing list, sent via Mailchimp.

We use Mailchimp as our marketing automation platform. By opting in to receiving our communications, you acknowledge that the information you provide will be transferred to Mailchimp for processing in accordance with their privacy policy and terms.

If you wish to opt into emails but do not wish for your email address to be stored on the Mailchimp platform, please let us know as soon as you register or unsubscribe by clicking 'unsubscribe' in the footer of the newsletter you would have received or by emailing us at marketing@communigrow.org.uk

Survey Monkey

We are using Survey Monkey and Google Forms for the following purposes:

- Feedback surveys: Feedback from individuals and partner organisations is important to us so that we can ensure we are developing engaging, interesting and fun educational activities. The surveys are anonymous.
- Volunteers' feedback: Feedback from volunteers inform the Volunteering programme and it is used to improve their experience with Communigrow.
- Volunteered hours: Volunteers are asked to provide the number of hours they use to support the charity. This information is used to report on the volunteering programme and support provided by volunteers.

Phone (volunteers)

Phone numbers provided by volunteers will mainly be used to contact them about activities they have signed up for. The phone number of a volunteer is shared with the supervisor of the activities the volunteer is involved. We might call volunteers for health and safety reasons on an activity day if they do not come on time.

On some events and special activities, creating a what's app group might be the best way to communicate with the team. We will ask for volunteers' approval when signing in. By signing into the 'I agree for my number to be added to What App group' box, you agree for us to add you to the group and therefore share your number with your fellow volunteers.

The group will be deleted when the event finishes or when the activity is not anymore relevant. Communigrow will not share any volunteers' phone number without volunteers' authorisation.

Photo consent

Communigrow often take photographs or videos for marketing and reporting purposes. These images may appear in our printed publications, on our website or on social media. During the recruitment process volunteers are asked if they authorise Communigrow to take pictures from them. At an event or activity, volunteers, representatives of partner organisations and those involved, will be asked if pictures of them can be taken for purposes mentioned above.

Anyone on a staged group photo will be considered to have given their consent by being on it.

3. When we share your data

We will only pass your data to third parties in the following circumstances:

- you have provided your explicit consent for us to pass data to a named third party;
- we are using a third party purely for the purposes of processing data on our behalf and we have in place a data processing agreement with that third party that fulfils our legal obligations in relation to the use of third party data processors; or
- we are required by law to share your data. In addition, we will only pass data to third parties outside of the EU where appropriate safeguards are in place as defined by Article 46 of the General Data Protection Regulation.

4. How long we keep your data

We take the principles of data minimisation and removal seriously and have internal policies in place to ensure that we only ever ask for the minimum amount of data for the associated purpose and delete that data promptly once it is no longer required. Where data is collected on the basis of consent, we will seek renewal of consent at least every three years.

5. Rights you have over your data

You have a range of rights over your data, which include the following:

- Where data processing is based on consent, you may revoke this consent at any time and we will make it as easy as possible for you to do this (for example by putting 'unsubscribe' links at the bottom of all our marketing emails).
- You have the right to ask for rectification and/or deletion of your information.
- You have the right of access to your information.
- You have the right to lodge a complaint with the Information Commissioner if you feel your rights have been infringed. A full summary of your legal rights over your data can be found on the Information Commissioner's website here: <https://ico.org.uk/>

If you would like to access the rights listed above, or any other legal rights you have over your data under current legislation, please contact us at marketing@communigrow.org.uk

Please note that relying on some of these rights, such as the right to deleting your data, will make it impossible for us to continue to deliver some services to you. However, where possible we will always try to allow the maximum access to your rights while continuing to deliver as many services to you as possible.

6. Cookies & usage tracking

A cookie is a small file of letters and numbers that is downloaded on to your computer when you visit a website. Cookies are used by many websites and can do a number of things, eg. remembering your preferences, recording what you have put in your shopping basket, and counting the number of people looking at a website.

Where cookies are used to collect personal data, we list these purposes in section 1 above, along with other personal data that we collect. However, we also use some cookies that do not collect personal information but that do help us collect anonymous information about how people use our website. We use Google Analytics for this purpose. Google Analytics generates statistical and other information about website usage by means of cookies, which are stored on users' computers. The information collected by Google Analytics about usage of our website is not personally identifiable. The data is collected anonymously, stored by Google and used by us to create reports about website usage. Google's privacy policy is available at <http://www.google.com/privacypolicy.html>. For more details check our Cookie Policy

7. Modifications

We may modify this Privacy Policy from time to time and will publish the most current version on our website. If a modification meaningfully reduces your rights, we'll notify people whose personal data we hold and who is affected.