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## The Holly Lodge Centre

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### Privacy Policy

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#### OUR COMMITMENT

This privacy policy tells you the ways in which the Holly Lodge Centre of Holly Lodge, Richmond Park, Richmond TW10 5HS (**we or the Holly Lodge Centre**) collects and protects personal information about you when you engage with the Holly Lodge Centre or use our website, and what the information may be used for.

The Holly Lodge Centre is committed to ensuring that your privacy is protected. If you provide information to us by which you can be identified, then such information will only be used in accordance with this privacy statement.

By visiting [www.thehollylodgecentre.org.uk](http://www.thehollylodgecentre.org.uk) (**our website**) you are accepting and consenting to the practices described in this policy.

If you want to request a copy of the personal information we hold about you, or ask us to update or correct any information, please go to the “Your Rights” section below.

#### INFORMATION WE COLLECT FROM YOU

We collect and process the following data about you:

- **Information you give us.** You may give us information when you engage with or donate to the Holly Lodge Centre or when you correspond with us by email, phone or otherwise (such as filling in forms at events or on our website [www.thehollylodgecentre.org.uk](http://www.thehollylodgecentre.org.uk), or filling in volunteer forms).

The information you give us may include your name, address, organisation details, and contact details (such as e-mail address and phone number).

- **Information we receive from other sources.** If we collect or receive any information about you from any third party source (such as from Eventbrite, Mailchimp or third party payment or event-organising services), we will always endeavour to inform you when we collect that data to let you know for what purpose we are collecting it or if (and why) we will share and combine your data.

- **Sensitive personal data.** Sensitive personal information is information relating to your religious or ethnic origin, religious or political opinions, sexual orientation, physical or mental health, trade union membership or criminal convictions. On occasion, we may ask for optional information strictly for monitoring purposes (for example, the ethnic origins of our volunteers) but there is never any obligation to provide such information and any information you may choose to give us is anonymised so it cannot be used to identify you. Other than monitoring information, we don't ask for sensitive personal information about you. However, if you give us or we obtain any such sensitive personal information (such as in an email you send to us or form you fill in) we will treat it very carefully and will not do anything with such sensitive information unless you ask us to or unless we need to in order to fulfil your request.

## WHAT DO WE DO WITH YOUR INFORMATION?

We use personal information that you supply us for the purpose for which it was collected.

We hold and process your information for the following reasons:

- to understand your needs and to provide the Holly Lodge Centre's services to you;
- to answer any queries or complaints that you may have;
- to register your interest in any event, register you as a volunteer for us, or use the information you have provided to enable you to make a donation;
- to send you other non-marketing correspondence not already listed, where necessary for our legitimate interests;
- for internal purposes such as administration, troubleshooting, and record-keeping;
- to administer our website and keep it secure;
- to prevent fraud and/or to establish, exercise or defend legal claims;
- to use anonymised data for statistical purposes and monitoring; and
- to improve the Holly Lodge Centre services.

The legal basis for each of the above communications is our legitimate interests.

We will also send you notification communication from our mailing list relating to the Holly Lodge Centre that we think may be of interest to you, but only if you have joined our mailing list or otherwise specifically agreed to receive such communication. The legal basis for such communication is consent.

If we collect any personal information for a reason not listed above, we will let you know the reason at the time of collection.

## DISCLOSURE AND DATA SECURITY

### Disclosure of your information to third parties

The Holly Lodge Centre will never sell your personal information to third parties.

We may occasionally send aggregated and anonymised information about our volunteers or visitors to The Royal Parks in order for them to collate information about Richmond Park users. This does not include information that can be used to identify an individual.

We will disclose or share your personal information to third parties only where we are under a duty to do so or required or permitted by law or legal obligation or in order to enforce or apply our terms of use or to protect the rights, property, or safety of the Holly Lodge Centre, our users, or others. This includes disclosing information for the purposes of fraud protection and credit risk reduction and/or in order to establish, exercise or defend our legal rights.

## **Data security**

The Holly Lodge Centre takes your data security seriously. Once we have received your information, we will use our procedures and security features to try to prevent unauthorised access.

Despite our efforts, however, no data transmission over the internet can ever be guaranteed to be completely secure and so please note that you transmit any data to the Holly Lodge Centre at your own risk.

## **YOUR RIGHTS**

### **Use of personal data for direct marketing**

We will not process your personal data for marketing purposes unless you give your consent. For example, if you attend an event we may ask you to fill your contact details on a form if you want to be added to our mailing list.

There is never any obligation for you to give consent for direct marketing. If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by emailing or writing to us using the details set out below under "Contact".

### **Access to information**

You have the right to access information held about you. If you would like a copy of your personal information that we hold about you, please write to us using the "Contact" details set out below, stating your full name and providing us with sufficient information to verify your identity (such as a certified copy of your passport plus a recent utility bill showing your address). The verification documents are required for your data security. Please also help us to respond quickly by indicating why you think we hold personal information about you and what information you think we may hold.

### **Amending or updating your personal data**

If you would like to amend, correct or update any information that we hold, you can contact us at the "Contact" details below.

### **Consent to collection and use of personal information**

By using the Holly Lodge Centre website you acknowledge that you have read the terms of this privacy policy and that you consent to the collection and use of your personal information as described in this privacy policy.

## **CHANGES TO THIS PRIVACY POLICY**

The Holly Lodge Centre may replace or change our privacy policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1 May 2018.

By visiting this page on [www.thehollylodgecentre.org.uk](http://www.thehollylodgecentre.org.uk) following changes to this privacy policy or its replacement with a new privacy policy, you are indicating your acceptance to such changes or such replacement, as relevant.

### THIRD PARTY WEBSITES

The Holly Lodge Centre website may, from time to time, contain links to the websites of other organisations. If you use these links to leave our site, please note that these websites have their own privacy policies setting out how they collect and process personal data, and that we do not accept any responsibility or liability for these policies. This privacy policy only applies to the Holly Lodge Centre website.

### CONTACT

We are registered as a charitable company limited by guarantee with the Charity Commission in England and Wales under registration number 1076741 and our registered office is at the Holly Lodge Centre, Holly Lodge, Richmond Park, Richmond, Surrey, TW10 5HS.

Our contact details are as follows:

**Email:** [hlcinfo@thehollylodgecentre.org.uk](mailto:hlcinfo@thehollylodgecentre.org.uk)

**Phone:** 020 8940 8730.

**Address:** The Holly Lodge Centre, Holly Lodge, Richmond Park, Richmond, Surrey, TW10 5HS.

Please note that the office at the Holly Lodge Centre is open 9am-4pm Monday to Friday.

We welcome any comments or questions regarding this privacy policy. If you wish to report any violation of this privacy policy, please write to us at the above address or email address.