The Flax Visitor Centre   
 Privacy Policy

*Updated: 12th April 2023*

**Our contact details:**

Name: Upperlands Community Development Ltd.

Address: 67, Kilrea Road, Upperlands, Maghera BT46 5RN

Phone Number: 028 79645937

E-mail: [ucdl.office@gmail.com](mailto:ucdl.office@gmail.com)

www.flaxvcupperlands.com

**The type of personal information we collect:**

Our website is externally hosted and as a result, along with our current provider, “WIX” we currently collect and process the following information using cookies and in site forms for completion by users, if desired.

* Personal identifiers,
* Contacts and characteristics

e.g. name, contact details

e.g. feedback, requests for more information

We will only ever use contact details to reply to requests in relation to The Flax Visitor Centre and its activities.

**How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you, for example, on our in-site forms for one of the following reasons:

* To provide feedback, attract volunteering etc.
* To monitor website use

We also receive personal information indirectly, from the following sources in the following scenarios:

* “WIX” our current website provider.

For the purposes of analytics.

* Security footage: When in operation, our security system collects snap shot information which is overwritten before 11 days have passed.  
  It is only ever used when there are issues of security, vandalism, illegal entry, personal injury or complaints in relation to our facilities or activities.

We only ever view materials when two or more officers of UCDL are present.

We use the website information that you have given us in order to monitor the use of our website and gauge interest in the experiences we provide.

We may share this information within UCDL only and for the purposes of community engagement only.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

1. **Your consent. You are able to remove your consent at any time. You can do this by contacting us at:  
     
   UCDL**.**office@gmail.com**

**(b) We have a contractual obligation via our website and domain providers.**

**(c) We have a legal obligation in case of any alleged abuse of UCDL resources, online presence or issues with content.**

**(d) We have a vital interest in protecting all users, volunteers and those delegated to sincerely positive voluntary contributions towards our community aims.**

**(e) We need it to perform a public task in relation to a,b,c,d above.**

**(f) We have a legitimate interest.**

**How we store your personal information**

Your information is securely stored.

“Wix” and hosts will have their own arrangements.

We at UCDL keep any information for the minimum amount of time. Expressions of interest, feedback may be printed out and filed in our central office.

We will dispose your information when:

* A written request for removal has been received.
* A specific event for which information was gathered has passed.
* Specific information has been amalgamated and committed to a format where no individual or organisation may be identifiable.

We will dispose of all such information by overwriting electronic materials and shredding/burning of paperwork.

Images collected by volunteers (for example at events) will be transferred to UCDL at the end of such events and removed from volunteers’ devices.

**Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at

UCDL.office@gmail

if you wish to make such a request.

**How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at:

UCDL.office@gmail.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>