

Privacy Statement

Who are we?

The Tamar Valley AONB team works to conserve and enhance the landscape of the Tamar Valley Area of Outstanding Natural Beauty, bordering Devon and Cornwall.

The Tamar Valley was designated an AONB in 1995. Together with a Partnership Committee of organisations who share a passion for keeping our landscape special, the team strives to keep the community and other interested parties updated with progress on projects, opportunities to become involved and other information as and when necessary.

Our commitment to your privacy

Tamar Valley AONB collect, hold and process personal data, and where necessary special category data (previously known as sensitive data), to build and maintain relationships and to keep volunteers and other people involved in our work safe and to meet our legal and contractual obligations.

We are committed to gathering and processing personal data with full regard for the General Data Protection Regulation (GDPR).

We only share information when it is absolutely necessary to meet our organisational needs. We will never sell personal data to third parties.

For more information about your rights with regards to personal data, please visit the Information Commissioner's Office website <https://ico.org.uk/>

Key terms in this document

We use the following key definitions to describe people mentioned in this document. These are definitions used by the Information Commissioner's Office (ICO), the UK's independent body set up to uphold information rights (www.ico.org.uk)

- 'Data subject': this is you. As the data subject, we respect your right to control your data.
- 'Data controller': this is Cornwall Council, the Tamar Valley AONB's host authority. With your permission, they determine why and how your personal data

is used (as outlined in this document).

- 'Data processor': this is a person, or organisation, who processes your data on our behalf, with your permission. For example, this might be the Tamar Valley AONB or Tamar Community Trust/Friends of the Tamar Valley/Tamar TLC with reference to the Valley Volunteers scheme, or Tamar Grow Local if it is concerning the Heralds of Spring daffodil project. Or a Walk Leader to make sure everyone who has booked onto a walk has turned up.

Other terms used within this document include;

- 'Special category data': personal data which the GDPR says is more sensitive, and so needs more protection.
- 'Article 6': this lists the six lawful bases for processing information under GDPR.
- 'Article 9': a list of nine conditions for processing special category data under GDPR. One of these conditions must be chosen (as well as one from Article 6).
- Bachelor retention guidelines – national guidance as a recommended timescale for holding someone's data.

When we work with other organisations or individuals in this way, we will set up a written contract with them to protect your data.

Why do we collect your personal data?

We use your personal data to keep in touch with you.

We will only ever collect, store and use your personal data when we have an identified purpose and reason to do so. The ICO refers to this as a 'lawful basis'. Further information about why we collect your personal data is outlined below.

a) To send you information about our work and ask for your opinion

We collect your personal data so that we can send you information about our work that we feel will be of interest to you. This includes our monthly ebulletin (where you have given opt-in consent) that may include events, volunteering opportunities, job opportunities, updates on our projects, activities going on in your area, as well as newsletter requests or feedback.

Unless we hear from you directly, we will continue to send you information about our work. We respect your right to unsubscribe at any time.

This is 'consent' under Article 6.

b) To enable you to volunteer with us

If you are a Valley Volunteer, we collect your personal data and special category data so that we can keep in touch with you with regards volunteering opportunities, and to ensure your safety during tasks and activities.

What kind of personal data do we collect? How do we collect it?

a) Basic information

We will usually collect basic information about you, including your name, postal address, telephone number and/or email address.

Most of the time, we collect this data from you directly. Sometimes this is in person; other times, it is over the telephone, in writing or through an email.

b) Other information

Sometimes we will collect other information about you such as your date of birth and gender. When we do so, we will be very clear as to why we are collecting such information, and we will only do so with your specific consent and permission.

Other ways in which we collect personal data to get to know you better include:

Special category data

We do not normally collect or store special category data (such as information relating to health). However, there are some situations where this will occur. For example, for Valley Volunteers.

When we do so, we will be very clear as to why we are collecting such information, and we will only do so with your specific consent and permission. In these situations, we collect the data from you directly.

Photographs

We take photographs to use in publicity materials, both physical & digital. Individual consent forms, or sign-in sheets, agreeing to have your photographs used in these ways will be issued at events.

6. How do we store your data?

a) Security

All of the personal data we process is processed by the Tamar Valley AONB staff team.

The Data Controller for the information you provide is Cornwall Council, New County Hall, Treyew Road, Truro, Cornwall, TR1 3AY (host authority for Tamar Valley AONB). Data Protection Registration Number: Z1745294

We use MailChimp for our ebulletin. A copy of MailChimp's policy regarding data security can be found [here](#). Their [Privacy Policy](#) can also be viewed. We may also use online web-based survey platforms and booking platforms. A copy of their privacy statements can be found on their websites.

Electronic data and databases are stored on secure computer systems and we control who has access to information (using both physical and digital means).

b) CCTV

The Tamar Valley Centre (home of the Tamar Valley AONB and Calstock Parish Council) and car park has CCTV and you will be recorded when you visit. CCTV is there to help provide security and to protect both you, Tamar Valley Centre staff and visitors. CCTV will only be viewed when necessary (e.g. to detect or prevent crime) and footage is only stored temporarily, in line with Cornwall Council CCTV policies.

Tamar Valley AONB displays notices, so you know when CCTV is in use.

c) Data retention

We will only use and store information for as long as it is required for the purposes it was collected for. We regularly review what information we hold and delete what is no longer required, informed by the bachelor retention guidelines.

7. Data sharing

We sometimes need to share the personal information we process. Where this is necessary we, and any third parties we share with, are required to comply with the General Data Protection Regulation (GDPR). Sharing is subject to a lawful basis for processing, as defined in Article 6. We will never sell personal details to third parties.

Specific privacy notices for particular projects will be created outlining data sharing procedures.

Your rights

Your personal information belongs to you and you have the right to:

be informed of how we will process it

This privacy notice outlines how we capture, store and use your data. If you have any questions about any elements of this policy, please contact

enquiries@tamarvalley.org.uk

request a copy of what we hold about you

If you wish to obtain a record of the personal data we hold about you, through a Subject Access Request, we will respond within one month. To make a Subject Access Request, please contact

Data Protection Officer

Cornwall Council

County Hall

Truro

TR1 3AY

Tel: 01872 326424

Email: dpo@cornwall.gov.uk

have it amended if it's incorrect or incomplete

have it deleted (where we do not have a legal requirement to retain it)

withdraw your consent if you no longer wish us to process

restrict how we process it

object to us using it for marketing or research purposes

object to us using it in relation to a legal task or in the exercise of an official authority

request that a person reviews an automated decision where it has had an adverse effect on you

For more information on your individual rights, please see the [Information Commissioner's Office](#). If you would like to access any of the information we hold about you or have concerns regarding the way we have processed your information, please contact:

Data Protection Officer

Cornwall Council

County Hall

Truro

TR1 3AY

Tel: 01872 326424

Email: dpo@cornwall.gov.uk

I don't agree with something

We would prefer any complaints to be made to us initially so that we have the opportunity to see if we can put things right. However, if you are unhappy with the

way we have processed your information or how we have responded to your request to exercise any of your rights in relation to your data, you can raise your concerns direct with the Information Commissioner's Office;

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

Telephone: 0303 123 1113
Email: casework@ico.org.uk
<https://ico.org.uk/concerns/>

Get in touch

If you need to get in touch, please contact us;

Tamar Valley AONB
Tamar Valley Centre
Cemetery Road
Drakewalls
Gunnislake
Cornwall
PL18 9FE

01822 835030, enquiries@tamarvalley.org.uk

In normal times, our office hours are Monday – Friday, 9am – 5pm. During COVID-19, please email us in the first instance.