

Privacy Policy

At Freightliners City Farm, we are committed to protecting and respecting your privacy. This Policy explains when and why we collect personal information about people who visit our website and join our contacts lists, how we use it, the conditions under which we may disclose it to others and how we keep it secure. We may change this Policy from time to time so please check this page occasionally to ensure that you are happy with any changes. By using our website, you are agreeing to be bound by this Policy. Any questions regarding this Policy and our privacy practices should be sent by email to administration@freightlinerscityfarm.org.uk or by writing to Farm Manager, Freightliners City Farm Sheringham Road, London N7 8PF. Alternatively, you can telephone 02076090467.

Freightliners City Farm is a small community charity based in the London Borough of Islington. It is a registered charity (no. 1014216) and company limited by guarantee (no. 02740034). The registered address is Freightliners City Farm Sheringham Road, London N7 8PF.

How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us about our products or services, make a purchase, donate, use our social media channels or if you register to receive news and updates.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, location information and information regarding what pages you accessed, when, how and through what route. If you donate online or purchase a product from us, your card information is not held by us, it is collected by our third-party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

How is your information used?

We may use your information to:

- process a donation that you have made;
- process orders that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- notify you of changes to our products or services;
- send you communications which you have requested and that may be of interest to you. These may include information about events, products and services for sale, campaigns, appeals and other fundraising activities;

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). Generally we will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract or agreement you hold with us.

Use of 'cookies'

Like many other websites, the Freightliners City Farm website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us to improve our website and deliver a better more personalised service. It is possible to switch off cookies by setting your browser preferences. For more information on how to switch off cookies on your computer check the help on your browser. Turning cookies off may result in a loss of functionality when using our website

Third party cookies

We sometimes embed video content and photos from websites such as YouTube and flickr. Pages with this embedded content may present cookies from these websites. Similarly, when you use one of the share buttons on our website, a cookie may be set by the service you have chosen to share content through. You should check the relevant third party website for more information about these cookies.

Who has access to your information?

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes without your express permission. We will not disclose personal data to any third parties or external organisations unless:

- we are legally required to do so
- we believe it is necessary to protect or defend our rights, property or the personal safety of our employees or visitors to our premises, website or social media channels
- we are working with a carefully-selected partner who is carrying out work on our behalf or with us. We only choose partners we trust and who treat your information as carefully as we would and who only use the information for the purposes it was supplied.

Third Parties working on our behalf

We may pass your information to our third-party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf: for example to process donations (currently www.justgiving.com and www.localgiving.com) and send you mailings (currently www.mailchimp.com). However, when we use third-party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. When you are using our secure online donation pages, your donation is processed by www.justgiving.com or www.localgiving.com via a third-party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive communications from us about our work and our products and services you can tell us by using the contacts/ marketing preferences on the form on which we collect your information. We will not contact you for marketing purposes by email, phone, post or text message unless you have given your prior consent. You can change your marketing preferences or opt-out of our communications at any time by contacting us by email: administration@freightlinersfarm.org.uk or telephone on 02076090467 or using the 'unsubscribe' or 'update preferences' button on our email communications.

How you can access and update your information

The accuracy of your information is important to us. You can review and correct the information that we hold about you for the purpose of sending news and updates through www.mailchimp.com by adjusting your preferences via the link on all our communications. Alternatively or if the email address, or any of the other information we hold regarding bookings and contracts with the farm is inaccurate or out of date, please email us at: administration@freightlinersfarm.org.uk or send in writing to Farm Manager, Freightliners City Farm Sheringham Road, London N7 8PF. You have the right to ask for a copy of the information Freightliners City Farm holds about you. We may charge a small fee* for information requests to cover our costs in providing you with details of the information we hold about you.

*This is likely to change under new GDPR

Security precautions in place to protect the loss, misuse, or alteration of your information

When you give us personal information, we take steps to ensure that it is treated securely. Any sensitive information (such as credit or debit card details) is processed the third party processors encrypted and protected. When you are on a secure page, a lock icon will appear in web browsers. Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Links to other websites

Our website may contain links to other websites run by other organisations including social media sites such as facebook, twitter, Instagram and U-tube. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website. In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third party site.

16 or Under We are concerned to protect the privacy of children aged 16 or under.

If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you through this website and our online communications, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you are agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy. If you use our services while you are outside the EU, your information may be transferred outside the EU to provide you with those services.

Third party processors outside the UK

- www.rackspace.co.uk provides our web-based organisations email hosting functioning from the US <https://www.rackspace.com/information/legal/privacystatement>
- www.mailchimp.com holds our contact lists for our email news and updates. <https://mailchimp.com/legal/privacy>
- www.squarespace.com hosts our website, transfers data to third party processors on our behalf and provides web analytics based on cookies and information from the website. <https://www.squarespace.com/privacy>

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in April 2018 and is undergoing review in line with the new General Data Protection Regulations and is likely to be subject to change.