

## PRIVACY NOTICE

This privacy notice explains what personal information we collect and how we use it.

### 1. Who are we?

We are the Biodiversity Information Service for Powys & Brecon Beacons National Park (BBNP) – the local environmental records centre (LERC) covering the area in mid-Wales of Powys and BBNP.

BIS is the trading name of Powys & BBNP Environmental Records Centre Limited which is a company limited by guarantee. The company is registered in England and Wales (Company Number 03999077) and our registered address is Unit 4, 6 The Bulwark, Brecon, Powys LD3 7LB

We can be contacted during normal office hours (typically 9.30am-4.30pm) on 01874 610881 or via [info@bis.org.uk](mailto:info@bis.org.uk).

### 2. Our commitment to your privacy

We are committed to keeping the personal details of our supporters and data providers safe. This notice explains how and why we use personal data, to ensure that you remain informed and in control of your information.

### 3. Why do we collect personal data?

We will only ever collect, store and use personal data when we have an identified purpose and reason to do so. The Information Commissioner's Office (ICO) refers to this as a 'lawful basis'. There are six lawful bases - of these the three that apply to BIS's use of personal data are defined by the ICO as:

- **Consent:** individual has given us clear consent to process their personal data for a specific purpose.
- **Contract:** processing is necessary for a contract we have with an individual, or they have asked us to take specific steps before entering into a contract.
- **Legitimate interests:** the processing is necessary for our legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.

### 4. Our uses of personal data

Further information about why we collect your personal data is outlined below.

#### a) To keep in touch with our members

We communicate with our members (some of whom are our directors) as part of our basic company administration. This includes inviting members to meetings, circulating meeting papers and providing information on issues which may require a vote at a meeting.

- ICO lawful basis: **Contract**

#### b) To fulfil our contractual obligations to our customers

We maintain records of contact details for our customers (including public sector bodies, voluntary sector organisations, individuals and commercial bodies) and will utilise this information for the fulfilment of

contracts. We may contact our customers to inform them of the range of relevant products and services we offer.

- ICO lawful basis: **Contract**

**c) To administer biological data that you have shared with us**

If you submit wildlife records, we may use your personal data to assist with the validation and verification of the records you submit. Within our database we are able to link your record to your contact details (if we hold them) and we may get in touch with you as part of our data quality control process. We will also include your name as part of a wildlife record in our reports to trusted partners and commercial users under licence.

- ICO lawful basis: **Legitimate interests**

**d) To enable you to volunteer with us**

If you are an active volunteer, we collect your personal data so that we can keep in touch in relation to any aspect of your volunteering (e.g. your progress, scheduling office visits).

- ICO lawful basis: **Contract**

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

We send you information about our work that we feel will be of interest to you. This includes newsletters, emails (regular weekly emails, plus occasional emails on special topics) and information on surveys, events and training opportunities. From time to time, we may also use your personal data to ask for your opinion about our work. Anyone can [opt-in here](#) to receive these updates, including Individuals with whom we have a relationship under a), b), c) or d) above.

- ICO lawful basis: **Consent**

Regardless of the legal basis on which we hold your data, we respect your right to update how, or if, we get in touch with you at any time.

## **4. 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 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. Occasionally we obtain information, such as your telephone number or other contact details, from external sources (*only where you have given permission for such information to be shared*).

**b) Sensitive personal data**

We do not normally collect or store sensitive personal data about volunteers. However, there are some situations where this may need to occur (such as information to access or workplace adaptation needs). 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.

If you are a volunteer then we may collect extra information about you, for example:

- **references**
- **criminal records checks**
- **details of emergency contacts**
- **medical conditions**

### **c) Children and young people**

In line with data protection law, we will not collect, store or process your personal details if you are under 13 years of age; unless we have the express permission from your parent or guardian to do so.

## **5. How do we store your data?**

### **a) Security**

All of the personal data processing we undertake will be carried out in accordance with guidance issued by the ICO. Paper records are stored securely within our premises. Electronic data are stored on secure computer systems and we control who has access to information (using both physical and electronic means). Our staff receive data protection training and we have a set of detailed data protection procedures which they are required to follow when handling personal data.

### **b) Payment security**

We do not currently accept direct card payments. Payment by credit card may be made from BIS invoices using [SagePay](#) and BIS is PCI DSS compliant through [Elavon](#).

### **c) Data retention policy**

We will only use and store information for as long as it required for the purposes it was collected for. We frequently review what information we hold, and delete what is no longer required.

## **6. Your rights**

We respect your right to control your data. Your rights include:

- a) The right to be informed: 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 us.
- b) The right of access: 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.
- c) The right to rectification: If we have captured information about you that is inaccurate or incomplete, we will update it.
- d) The right to erasure: You can ask us to remove your personal details from our records.
- e) The right to restrict processing: You can ask us to stop using your personal data.
- f) The right to data portability: You can ask to obtain your personal data from us for your own purposes.
- g) The right to object: You can ask to be excluded from marketing activity.
- h) Rights in relation to automated decision making and profiling: Not applicable, as we do not currently utilise or plan to utilise such methods.

For more information on your individual rights, please see the [Information Commissioner's Office](#).

## **7. Making a complaint**

We aspire to high professional standards in all of our business activities, however, we accept that there may be times when we do not meet our own high standards. When this happens, we want to hear about

it, in order to deal with the situation as quickly as possible and put measures in place to stop it happening again.

If you have any form of complaint, please make contact using your preferred means of communication via the contact details given in section 9 (Getting in touch).

We take complaints very seriously and we will ensure that:

- Everyone in our organisation knows what to do if a complaint is received;
- All complaints are investigated fairly and in a timely manner;
- Complaints are, wherever possible, resolved and that relationships are repaired;
- We learn from complaints and feedback to help us to improve what we do.

### **Confidentiality**

All complaint information will be handled sensitively, in line with relevant data protection requirements.

### **Responsibility**

Overall responsibility for this policy and its implementation lies with the BIS Manager (Janet Imach) or where the complaint may relate to the BIS Manager, the BIS Chair (Norman Lowe).

### **Information Commissioner's Office**

For further assistance with complaints regarding your data, please contact the Information Commissioner's Office, whose remit covers the UK.

- **Via post:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF
- **Via telephone:** 0303 123 1113
- **Via Email:** [casework@ico.org.uk](mailto:casework@ico.org.uk)

## **8. Leaving our website**

We are not responsible for the privacy practices or the content of any other websites linked to our website. If you have followed a link from our website to another website you may be supplying information to a third party.

## **9. Getting in touch**

Should you wish to find out more about the information we hold about you, or about our privacy policy, please contact us.

- **Via post:** BIS, Unit 4, 6 The Bulwark, Brecon, Powys.
- **Via telephone:** 01874 610881
- **Via Email:** [info@bis.org.uk](mailto:info@bis.org.uk)

*We will regularly review and update this privacy notice.*

*Version: BIS privacy notice v1 Last updated: 23 May 2018*