



# The Green Hub Project for Teens

## Our Privacy Policy

### Who we are

The Green Hub Project for Teens ("The Green Hub Project") is a community voluntary and fundraising group committed to helping the mental health and wellbeing of teenagers, initially referred to us by local GP's in Surrey. We aim to utilise the benefits of the outdoors, the environment, and teamwork in projects located at The Lucks Yard Clinic in Milford, Godalming.

### About this policy

This document sets out the policy and processes in place to ensure that information The Green Hub Project collects is protected.

### The type of personal information we collect

We collect and process personal data relating to our volunteers, potential volunteers, sponsors, donors and supporters to manage our relationships with them and to enable delivery of our aims and objectives. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations. Specific examples of the data we may collect are:

- Name, address and contact details, including email address and telephone number
- Details about your emergency contacts
- Other information relevant to surveys
- Permission to store and use photographic images to promote the work of the Green Hub Teen Garden.
- Details of your work experience and skills relevant to your role/s Green Hub Teen Garden
- Details of your availability/ schedule if you are in a volunteer role with us
- Information about medical or health conditions, if appropriate for the safe management of voluntary activities
- Details required to help manage any fundraising and sponsorship activities
- Website user stats to help with targeted marketing and communications for Further Details see our Website and Cookie Policy Below.
- Criminal Records Information.





**This policy applies to anyone associated with The Green Hub Project including Management Committee Members, Volunteers and to the Teens and their families whilst working with us.**

## Legal Framework

This policy has been drawn up based on the Data Protection Act 2018 (DPA 2018) and the UK General Data Protection Regulation (UK GDPR). Further information can be found here:

<https://ico.org.uk/for-organisations/guide-to-data-protection/>

## Supporting Documents

The Green Hub operates within a framework of policies and procedures, guidance and related documents which, where relevant, should be read in conjunction with this policy.

The safety and welfare of children is very important to us. For purposes of clarification, under English Law, a child is an individual who is under the age of 18 years.

## We will practice this Policy by:

- Communicating that no information should be submitted to us by children without prior parental/guardian consent. If you are aged under 18, please ensure you obtain your parent/guardian's consent before sending any personal information to us.
- If you are referred to us via a GP or other person and if at the time of referral or any other time subsequently, we receive confidential information in relation to your health – physical or mental, including from you, the information will only be used to ensure safety and security of your welfare if that is necessary and will not be shared unnecessarily inside or outside of our organisation. You should also refer to any Privacy Policy and or Confidentiality Policy of the GP / other Professional who may be referring a Teen such as a school.
- Having a named Management Committee Member who leads on the implementation and monitoring of this Policy.

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

**Most of the personal information we process is provided by you for one of the following reasons:**

- You have applied to volunteer with us/expressed an interest in volunteering with us and have provided information to enable us to consider your application/ suitability;
- You volunteer with us and have provided information to help us keep in contact with you and to manage that relationship and to make sure that we adhere to any legal and or best practice requirements including to ensure safeguarding of our teen volunteers e.g. information required for DBS checks as required for your role with us or to ensure safety of our volunteers.





- You are working in partnership with as a donor or sponsor and have supplied your details to assist in the management of that relationship;

**We may also receive information directly from:**

- The Disclosure and Barring Service (DBS check report);
- Your GP or other Professional such as through School as part of a referral to the Green Hub Garden for Teens;

We may collect information in a variety of ways. For example, data is collected through online forms; forms completed by you from time to time; from correspondence with you; through interviews and meetings with you.

In some cases, we may seek information about you from third parties, with your consent only, such as information from criminal records checks as permitted by law.

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

- a) Your consent. You are able to remove your consent at any time and can do this by contacting [admin@greenhub.org.uk](mailto:admin@greenhub.org.uk) or by writing to us at the above address.
- b) We have a contractual obligation;
- c) We have a legal obligation;
- d) We have a vital interest;
- e) We need it to perform a public task;
- f) We have a legitimate interest;

### **What we do with the information we gather**

We need to process data to enable delivery of our activities. For example, we need to process your data to enable us to communicate with you to ensure smooth running of our offering/service and/or to enable fundraising activities.

In some cases, we need to process data to ensure that we are complying with our legal obligations. For example, to comply with legal requirements regarding your safety and for insurance purposes.

We may also send promotional emails and newsletters about us, about our voluntary activities, fundraising initiatives and opportunities or other information which we think you may find interesting using the email address which you have provided.

Information will be held confidentially and anyone with access to it will be expected to comply with the terms of this Policy and as reflected in the Welcome Pack.





## How we store your personal information

Your data is stored securely in our admin files, our CRM system and in other IT systems (including our email system).

The legitimate storage and retention of information is informed by the legal basis set out above. Where there is a legal, contractual or financial basis all records will be retained in accordance with the legal standards required.

Otherwise, we will retain your data for no longer than is necessary and for no longer than 3 years after your interaction/ engagement with us ends. Please see our Data Retention Policy for more information. A copy is available from [admin@greenhub.org.uk](mailto:admin@greenhub.org.uk)

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). By submitting your personal data, you agree to this transfer or cloud storage. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers or in cloud-based storage. Any payment transactions will be encrypted.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## Links to other websites and organisations

Our website may contain links to other websites of interest. However, you should note that we do not have any control over other websites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## 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 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.

## Making a request

Please contact us at [admin@greenhub.org.uk](mailto:admin@greenhub.org.uk) if you wish to make a request.

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.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

## Our website - what is collected

The Green Hub Project website does not store or capture any personal information when someone visits it and is not registered. The system will log your IP address along with other information provided by your browser. This may include the name and version of the browser you are using, your operating system and any website address that referred you to our website. This information will only be used for producing anonymous website statistics and will be used to help us with the delivery of the services on the website.

However, the system will record personal information if you:

- Provide information by filling in a form on our site
- Subscribe, register or apply for services that require personal information to be given
- Report a fault and give your contact details for us to respond
- Complete surveys that we use for research purposes

## Cookies

Like most websites, we may use cookies to provide a more robust and functional browsing experience. Cookies are small text files saved on your computer; they are used by websites for purposes including, remembering your preferences and anonymously tracking site usage. Some cookies are essential to the operation of this site and have already been set.





## Cookie Policy

We may track your visit to our site by giving you a cookie when you enter. Cookies are pieces of information sent to your browser on a web server and stored on your computer's hard drive for record keeping purposes. We may use Cookies to make visiting our site easier. Cookies may allow us to save passwords for you so that you will not have to re-enter them the next time you visit. Cookies cannot be used to obtain other information from your hard disk. The Cookie is used to collect statistical information and is not used to identify individuals.

Most browsers are initially set up to accept Cookies. If you prefer you can reset your browser either to notify you when you have received a Cookie or to refuse to accept Cookies. It is important to note that if you choose not accept Cookies, or you set your browser not to accept Cookies, you may not be able to use certain features on our site.

## What we will do with your information collected in this way

Any information that is collected by us from our website will only be used for monitoring purposes unless you have given us consent for your information to be used e.g. Providing us with your email address so we can contact you, if you have registered as a regular site user, if you have registered for an event so that we can get back to you.

We will ensure that all personal information supplied is held securely, in accordance with the Data Protection Act 2018.

## How to raise a concern or complaint

It is important to establish the difference between a concern and a complaint. Taking informal concerns seriously at the earliest stage will reduce the likelihood of them developing into formal complaints. We commit to doing our best to resolve any potential discomfort or discrimination that members, volunteers or Teens may feel they have experienced.

Should you feel you have a concern arising from your experience with the Green Hub Project we would encourage you, in the first place, to share your concern with the Manager for the session you have attended. If your concern is to do with the Manager then please raise your concern with the Chair of the Green Hub Project Management Committee, Tone Tellefsen-Hughes – contact details below.

Write careful notes of the details of your concern and the effect it has had on you or others. Sign, date and pass a copy of your notes to the manager for the session or with the Secretary of the Management Committee if not related to a session.

We commit to trying to resolve your concerns working with you and others as appropriate to your satisfaction.

Anyone volunteering or attending a session at the Green Hub Project has a right to respect and Confidentiality. Hence, your concern will be treated with respect and in confidence. However,







the Green Hub Project has a legal duty to report any concerns relating to potential abuse of any description and will act accordingly.

If you feel your concern has not been satisfactorily resolved, you can make a complaint to us by writing to The Green Hub Project, via contact details below.

Should you feel your complaint has not been satisfactorily resolved you can also send in a written complaint to the Chair of the Green Hub Project.

If you have any concerns about our use of your personal information, you can make a complaint to us by writing to The Green Hub Teen Garden, c/o The Lucks Yard Clinic, Portsmouth Rd, Milford, Godalming GU8 5HZ , or email [admin@greenhub.org.uk](mailto:admin@greenhub.org.uk), or call 01483 387949.

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

**The ICO's details:**

- Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- Helpline number: 0303 123 1113
- ICO website: <https://www.ico.org.uk>





## Adoption of this policy

This Policy was adopted by the Green Hub Management Committee.

Signature of Chair

Name

Tone Tellefsen Hughes

Signature of second committee member

Name

Anthea Cooke

Date of adoption

21<sup>st</sup> June 2021

*This policy was last reviewed on 21st June 2021. It will be reviewed every two years, or if relevant legislation changes. The latest version is available from [admin@greenhub.org.uk](mailto:admin@greenhub.org.uk)*

## Our contact details

- Name: The Green Hub Project for Teens
- Address: c/o The Lucks Yard Clinic, Portsmouth Rd, Milford, Godalming GU8 5HZ
- Phone Number: 01483 387949
- Email Address: [admin@greenhub.org.uk](mailto:admin@greenhub.org.uk)
- Website Address: [www.greenhub.org.uk](http://www.greenhub.org.uk)

