

Privacy Policy

Norfolk Rivers Trust (referred to as “We, “Our” or “Us”), is committed to protecting the privacy and security of your personal information. We take care to protect the privacy of our customers and users of our products that communicate online or offline with us, events, over the phone, through our mobile applications, websites, and social media platforms. This Privacy Policy applies only to the actions of and Users with respect to this website. It does not extend to any websites that can be accessed from our website including, but not limited to, any links we may provide to social media websites.

The information we collect and when

We only collect personal information that we know we will genuinely use and in accordance with the Data Protection Legislation. The type of personal information that we will collect about you, and you voluntarily provide to us on this website/form/service may include some or all of the following:

- Your name
- Address
- Telephone number(s)
- Email address
- Survey responses
- IP address

We may, in further dealings with you, extend this personal information to include your address, purchases, services used, subscriptions, records of conversations and agreements and payment transactions.

- You are under no statutory or contractual requirement or obligation to provide us with your personal information; however, we require at least the information above in order for us to deal with you as a customer/member/service user in an efficient and effective manner.
- The legal basis for processing your data is based on your specific consent/performance of a contract/compliance with a legal obligation/your vital interest/our legitimate interest that we will have requested/stated at the point the information was initially provided, therefore we will not store, process or transfer your data unless we have an appropriate lawful reason to do so.

Data that is collected automatically

To the extent that you access the Website, we will collect your Data automatically, for example:

- We automatically collect some information about your visit to the Website. This information helps us to make improvements to Website content and navigation, and includes your IP address, the date, times and frequency with which you access the Website and the way you use and interact with its content.

How we use your information

- To contact you, following your enquiry, reply to any questions, suggestions, issues or complaints you have contacted us about;
- Make available our products and services to you;
- Process your orders;
- Take payment from you or give you a refund;
- For statistical analysis and to get feedback from you about our products, websites, mobile apps, and other services and activities. For example, occasionally we may invite you to review a product or service you've bought or used from us. If we do, it's possible that we'll use independent research and feedback providers to act on our behalf;
- To power our security measures and services so you can safely access our website and mobile apps;
- Help us understand more about you as a customer, the products and services you consume, so we can serve you better;
- Contact you about products and services from us;
- Provide you with online advertising and promotions; and
- Help answer your questions and solve any issues you have.

Who we might share your information with

- We may share your personal data with other organisations in the following circumstances:
- If the law or a public authority says we must share the personal data;
- If we need to share personal data in order to establish, exercise or defend our legal rights (this includes providing personal data to others for the purposes of preventing fraud and reducing credit risk); or
- We use data processors who are third parties to provide elements of services for us. We have Data Processing Agreements in place with our data processors. This means that they are only able to process your personal information under our strict instructions. They may only share your personal information with other organisations apart from us if we have provided them with prior written consent for this sharing. In addition, these other organisations must comply with our Data Processing Agreement. They will hold your personal data securely and retain it for the period we instruct.

How we keep you updated on our products and services

We may send you relevant offers and news about our products and services in several ways including by email, but only if you have previously consented to receive these marketing communications. When you register with us, we will ask if you would like to receive marketing communications, and you can change your marketing choices online, over the phone or in writing at any time.

Your rights over your information

The right to be informed about our collection and use of personal data

You have the right to be informed about the collection and use of your personal data. We ensure we do this by providing you with this Privacy Notice. This Notice is regularly reviewed and updated to ensure it accurately reflects our data processing activities.

Right to access your personal information

You have the right to access the personal information that we hold about you in many circumstances, by making a request. This is sometimes termed a 'Data Subject Access Request'. If we agree that we are obliged to provide personal information to you (or someone else on your behalf), we will provide it to you or them free of charge and we will respond without delay and within 60 days of receipt of your request.

We may ask for proof of identity and sufficient information about your interactions with us so that we can locate your personal information. Please note that the time limit for fulfilling your request does not start until we have been able to verify your identity.

If you would like to exercise this right, please contact us as set out below.

Right to rectification of your personal information

If any of the personal information we hold about you is inaccurate, incomplete or out of date, you may ask us to correct it.

If you would like to exercise this right, please contact us as set out below.

Right to stop or limit our processing of your data

You have the right to object to us processing your personal information for particular purposes, to have your information deleted if we are keeping it too long, or have its processing restricted in certain circumstances.

If you would like to exercise this right, please contact us as set out below.

Right to erasure

You have the right to have personal data erased. This is also known as the 'right to be forgotten'. The right is not absolute and only applies in certain circumstances.

If you would like to exercise this right, please contact us as set out below.

Right to data portability

The right to data portability gives you the right to receive personal data you have provided to a controller in a structured, commonly used and machine-readable format. It also gives you the right to request that a controller transmits this data directly to another controller.

If you would like to exercise this right, please contact us as set out below.

For more information about your privacy rights

The Information Commissioner's Office (ICO) regulates data protection and privacy matters in the UK. They make a lot of information accessible to consumers on their

website and they ensure that the registered details of all data controllers such as ourselves are available publicly. You can access them here <https://ico.org.uk/for-the-public>.

You can make a complaint to the ICO at any time about the way we use your information. However, we hope that you would consider raising any issue or complaint you have with us first. Your satisfaction is extremely important to us, and we will always do our very best to solve any problems you may have.

To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us via this e-mail address: data@norfolkriverstrust.org

It is important that the Data we hold about you is accurate and current. Please keep us informed if your Data changes during the period for which we hold it.

How long we keep your information for

We retain a record of your personal information in order to provide you with a high quality and consistent service. We will always retain your personal information in accordance with the Data Protection Legislation and never retain your information for longer than is necessary.

Giving your reviews and sharing your thoughts

When using our website or mobile applications, you may be able to share information through social networks like Facebook and LinkedIn. For example, when you 'like', 'share' or review our Services. When doing this, your personal information may be visible to the providers of those social networks and/or their other users. Please remember it is your responsibility to set appropriate privacy settings on your social network accounts, so you are comfortable with how your information is used and shared on them.

Keeping data secure

Data security is of great importance to Norfolk Rivers Trust and to protect your data we have put in place suitable physical, electronic and managerial procedures to safeguard and secure your collected data.

We take security measures to protect your information including:

- Limiting access to our buildings to those that we have determined are entitled to be there;
- Implementing access controls to our information technology;
- We use appropriate procedures and technical security measures (including strict encryption, anonymisation and archiving techniques) to safeguard your information across all our computer systems, networks, websites, mobile apps, offices and stores;
- Never asking you for your passwords;
- Advising you never to enter your account number or password into an email or after following a link from an email.

Links to other websites

This Website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of these websites. This Privacy Policy does not extend to your use of such websites. You are advised to read the Privacy Policy or statement of other websites prior to using them.

General

You may not transfer any of your rights under this Privacy Policy to any other person. We may transfer our rights under this Privacy Policy where we reasonably believe your rights will not be affected.

If any court or competent authority finds that any provision of this Privacy Policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this Privacy Policy will not be affected.

Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.

This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

Changes to this Privacy Policy

Norfolk Rivers Trust reserves the right to change this Privacy Policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the Website, and you are deemed to have accepted the terms of the Privacy Policy on your first use of the Website following the alterations.

How to contact us

If you would like to exercise one of your rights as set out above, or you have a question or a complaint about this policy, the way your personal information is processed, please contact us by email: data@norfolkriverstrust.org