

# Privacy Policy

## Overview

This privacy policy sets out how Compost London CIC uses and protects any information that you share with us. We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then it will only be used in accordance with our privacy policy. From time to time, we may change this policy; you should check to ensure you are aware of any updates.

## Our contact details

Name: Compost London CIC  
Address: 170 Harold Road, Plaistow, London, E13 0SE  
Phone: 07366 606 738  
Email: [info@compostlondon.org.uk](mailto:info@compostlondon.org.uk)

## What personal information do we collect?

We currently collect and process the following information:

- Personal identifiers (eg: name, job title, organisation);
- Contact information (eg: email address, postal address, telephone number);
- Demographic information (eg: age, gender, ethnic background, disability, religion);
- Preferences and interests in relation to our current or potential future services;
- Other information relevant to customer surveys, offers, or voluntary sector research;
- Financial information, if you have entered into a financial arrangement with us (eg: bank details);
- Information relating to your employment, directorship or volunteering with us (staff only).

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

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

- To enable us to provide a product or service to you, including our newsletters;
- To enable you to take full advantage of our website;
- As part of research we are conducting relevant to the voluntary/community sector;
- As part of an application to join our staff team, or as part of an ongoing staffing arrangement.

We also receive personal information indirectly, as follows:

- Other organisations making referrals to us or engaging us to undertake work for them;
- Referees (staff only) or through prospective staff supplying contact details of referees;
- Banks;
- Official government or legal bodies, including HMRC.

We use this information in order to understand your needs and provide you with a better service, and in particular for the following reasons:

Date for review: February 2023

- internal record keeping (including financial and HR);
- improving our products and services;
- customising our website according to your interests;
- sending periodic promotional emails about new services, special offers or other information which we think you may find interesting using the email address which you have provided if you have requested these;
- undertaking research for voluntary/community groups who engage us.

We may contact you by email, phone, post or in person according to your preferences.

We will not sell, lease or otherwise distribute your personal information to third parties unless they are processing data on our behalf. We will only use the information for the specific purpose(s) for which we have it.

Under the UK General Data Protection Regulation (UKGDPR) and Data Protection Act 2018, the lawful bases we rely on for processing this information are:

- Your consent. You can withdraw your consent at any time by contacting [info@compostlondon.org.uk](mailto:info@compostlondon.org.uk)
- We have a contractual obligation (eg: in relation to employees and financial transactions).
- We have a legal obligation (eg: for tax, health & safety, or safeguarding).
- We have a legitimate interest (ie: we need the information in order to carry out our work).

## How we keep your personal information safe

Transmission of your information to us is at your own risk, as the security of information in transit to us is beyond our control. Once received, we are committed to ensuring that your information is stored, handled and disposed of securely to prevent unauthorized access or disclosure, in compliance with data protection law. We will only keep your information for as long as we need it for the specific purpose.

Any payment transactions will be encrypted. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Our website may contain links to other websites of interest. These websites are not governed by this privacy policy. 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 relating to your personal information including: access, rectification, erasure, restriction of processing, objection to processing, and portability. You can find out more in our data protection policy or at <https://ico.org.uk/your-data-matters/>

If you wish to exercise your rights, please contact us using the details at the top of this policy. We will normally deal with such requests within one month and without charge, but we may ask to see your identification documents (ID) to check that the request comes from you.

## How to complain

Date for review: February 2023

If you have any concerns about our use of your personal information, you can make a complaint to our directors using the contact details above. You can also complain to the ICO if you are unhappy with how we have used your personal information:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF  
ICO Helpline: 0303 123 1113

ICO Website: <https://www.ico.org.uk>

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