

Trefoil Guild privacy policy

The Trefoil Guild, a registered charity, is committed to protecting your privacy. Please read the following policy to understand how your personal information will be handled.

What information do we collect?

We currently collect and process personal information such as your name and contact details including, postal and email addresses and telephone numbers, as well as other limited information such as gender and date of birth.

Members can view their personal information through the secure Trefoil Guild website portal or by contacting the Trefoil Guild helpline. The information is provided to us directly by you or someone that you delegate on your behalf. Trefoil members are responsible for keeping their personal details correct and are responsible for maintaining the security of their account.

If attending a Trefoil event or holiday, other information may be given by you, with your consent for its use, such as health data.

Financial details, if given to the Trefoil national office, are kept on the Girlguiding secure servers for the payment of invoices or expenses. We also collect and retain information relating to donations or legacies. Note that online financial payments to the Trefoil for the payment of subscriptions, events, holidays or when using the Trefoil shop, are through a secure third-party provider and the Trefoil do not collect or store any members financial data themselves.

Photographs, videos or audio recordings are collected, as is any information entered onto our website or social media sites, and correspondence with us.

The Trefoil membership database (KEY) and the Trefoil website use cookies to track and record activity on our website, and we collect IP addresses for system administration and to simplify logging into the database and website. Google analytics, a web analytics service provided by Google, Inc., also sets a cookie in order to evaluate your use of our website and compile reports for us on activity. For more details please refer to our cookie statement available on the website.

How do we use personal information?

- To manage the day to day running of the Trefoil Guild.
- To administer membership including the processing of subscriptions and the circulation of **The Trefoil** magazine.

- To process applications for volunteering and membership, manage and record roles, awards, and achievements.
- To manage events and holidays.
- To communicate within Trefoil Guild.
- For responding to members requests.
- For processing of donations, benefactions, legacies or gift aid and for the administration and payment of grants.
- To fulfil orders including processing payment and delivery.
- When investigating and responding to complaints, legal claims, or other similar issues.
- To undertake statistical analysis or research, to inform and improve the work of Trefoil Guild or develop our services.
- Meet our obligations under law.
- To provide security to the banking and the financial institutions that we do business with.
- Update members about Trefoil fundraising and marketing activity through our website, social media, direct mail, SMS or text campaigns, email, or telephone.

Who do we share information with?

The Trefoil Guild work with a small number of companies, including a publishing and a web and software development agency who together manage our website, membership database (KEY), our membership helpline and produce and distribute **The Trefoil** magazine. These companies are bound by the requirements of the Data Protection Act and only act on the instructions of The Trefoil Guild. We work with data processors working on our behalf such as third-party companies to process payments.

Trefoil also shares information when there is a contractual or legal reason for doing so, such as the banks and financial institutions that we do business with as well as the Charity Commission.

Information may also be shared if it is deemed to be in the best interest of The Trefoil Guild and where we are satisfied that it does not put us in breach of data protection law, if it is necessary to protect the vital interests of an individual or if we have your consent.

How we store your personal information.

All information will be held and managed in accordance with the Data Protection Act 2018, and we will always aim to meet current best practices. Under the Act, the lawful bases we rely on for processing information are:

- (a) Your consent. You can remove your consent at any time by contacting** the Data Protection Officer, The Trefoil Guild, 17-19 Buckingham Palace Road, London SW1W 0PT.
- (b) We have a contractual obligation.**
- (c) We have a legal obligation.**
- (d) We have a vital interest.**
- (e) We have a legitimate interest.**

The Trefoil Guild complies with its obligations by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access, and disclosure, and by ensuring that appropriate technical measures are in place to protect personal data.

Any personal information you provide as a member is stored securely on KEY, the membership database hosted by the Trefoil Guild's third-party providers. In addition, Trefoil Guild office staff, and the national chair, use Girlguiding's secure IT system.

Members should refer to the data retention framework and policy which describes what personal information is retained, how long it's kept and the process to delete. All information will be dealt with in accordance with the Data Protection Act and the General Data Protection Regulation 2018, and we will always aim to meet current digital best practices.

Disclaimer.

You are responsible for any information you disclose on public forums in websites or on social media. You should always be wary of publishing any personal information in publicly accessible areas.

Members who access third party website links on the Trefoil Guild website do so at their own risk.

Changes to this privacy policy.

From time to time, we may change our Privacy policy in response to your feedback, new or updated Trefoil Guild policies or procedures, and relevant UK law.

How to complain.

If you have any concerns about our use of your personal information, you can make a complaint to The Data Protection Officer, The Trefoil Guild, 17-19 Buckingham Palace Road, London SW1W 0PT.

You can also complain to the Information Commissioner's Office if you are unhappy with how we have used your data to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

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