



Our Privacy Policy

Introduction

This privacy notice communicates Loughborough Junction Action Group's (LJAG's) data practices in a clear and accessible manner. It tells you what information we collect and how we use it.

Who we are and how to contact us

LJAG is a volunteer-led social action charity that works to improve the environment of Loughborough Junction and the lives of the people who live and work here. In addition to the Grove Adventure Playground, LJAG oversees the Platform Café, a vegetarian and vegan community cafe, the Loughborough Farm and an Arts and Craft community project. Charity number – 1150852.

For the purpose of the Data Protection Laws, the data controller and data officers are as follows. If you want to request more information about our privacy policy or information regarding data protection you should contact us using the details provided below:

Data Controller: Anthea Masey, Chair of Trustees

Address: 25 Loughborough Park, London SW9 8TP

Phone Number: 07799 621 582

E-mail: anthea.masey@loughboroughjunction.org

Data Officers:

- Sean Hines – sean@groveadventureplayground.com
- Charlotte O'Connor – hello@theplatformcafe.org
- Alice Ashton - hello@loughboroughfarm.org
- Margaret Adjaye – malexadjaye@outlook.com

Why we collect information about you

LJAG collects information to manage its relationships and communication with partners, suppliers, supporters, funders, community members, beneficiaries, staff, volunteers, and contractors.

By collecting personal and non-personal information, LJAG can understand how to address their requirements. It also supports our trading, business development, social impact, employment, and fundraising efforts, and helps us to operate effectively and efficiently as an organisation.

The type of information we collect.

We currently collect and process the following information:

- Personal information about job applicants, (taken from their covering letters and CVs), employees, volunteers and contractors including information from passports/driver's licence, bank details for salary payments as appropriate.
- Supplier's name, contact details, bank details to help us process payments.
- Data relating to partners, funders, supporters, donors, and may include their names and contact details and bank details.
- Transaction data following purchase of a service.
- Equal opportunities monitoring data.
- Financial data which includes bank details.
- Contact details of beneficiaries of our free meals programme.
- Contact information about young people taking part in employability initiatives, including vulnerable young adults and seniors who support our farm activities.
- We run a playground with a range of activities for children, young people and their families. When children register to attend the playground, we collect personal information and data that relates to any special needs or requirements that they may have which can include health information. We do not collect personal information about children, young people and their families on our website.
- Contact information for newsletter subscribers.
- Contact information shared with us following an enquiry.

How we collect the information

LJAG collects information in a variety of ways, they include: -

- when you apply for a job, volunteering or contracting opportunity.
- when you ask about our services.
- when you complete a satisfaction survey.
- when you make a donation to us.
- when we correspond with you.
- when a relative provides your name and contact details as an emergency contact.
- when you register to participate in an event either directly with LJAG or through a third-party and have indicated that you wish to fundraise for us.
- when you become a registered volunteer for LJAG.
- when you engage in our social media or digital marketing activities.
- when you read or download information from the website.
- when you give us the information voluntarily.
- when you engage with any of our services.
- when you apply for a place on our employability programme.

- when you register your child to attend our playground.
- when you subscribe to our newsletter.
- to monitor the quality of our fundraising, crowdfunding activities.
- when you subscribe to our online newsletters.
- when you sign up as a member of LJAG.

How we get the personal information

Most of the personal information we process is provided to us directly by you, however in some cases we collect personal data about you from third parties, such as references supplied by former employers, information from criminal records checks permitted by law. Where the organisation engages third parties to process personal data on its behalf, such parties do so based on written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

We collect any information you enter on our website or provide us in any other way. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We may also collect comments, feedback, reviews, recommendations, and personal profile.

We use cookies to enhance your browsing experience, serve personalised ads or content, and analyse our traffic. On our website, we ask for your consent to the use of cookies.

When you subscribe to our newsletter held by Mailchimp we collect names and email addresses provided to us, stored internally. We respect your privacy rights and will not disclose your email address to third parties. We will only retain your information that you have provided to us in signing up for the newsletter for as long as you permit us to hold it.

Why we have your information.

We have your information:

- to process your contracts of employment, volunteer or contract agreements, set staff up on the payroll, pensions.
- process references for our employees, volunteers and contractors.
- where the information is required or authorised by law eg DBS checks.
- process orders and services.
- to process direct debit donations and payments.
- for an expressed interest in taking part in our events.
- when processing space hire requests.
- to manage feedback and to gauge our social impact.
- respond to complaints.
- to send marketing materials through social media, online platforms unless you ask us not to.

- when a family member, parent or carer provides the information to us as their emergency contact.
- safeguard and protect the children, young people vulnerable adults who access our services, ensure timely and efficient response to any emergencies, health concerns.
- to maintain efficient record keeping.
- to improve our services.
- for the use of photography, images during events, activities.
- invite people to participate in surveys, consultations.
- monitor and promote equality of opportunity for all.

We never sell your data to third parties or allow third parties to contact you without your permission.

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

- Your consent. You are able to remove your consent at any time. You can do this by contacting **Anthea Masey, the Data Controller**.
- We have a contractual obligation.
- We have a legal obligation.
- We have a vital interest.
- We need it to perform a public task.
- We have a legitimate interest.

How does the organisation protect data?

Your privacy is important to us. LJAG has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

To provide you with an increased level of security, online access to certain personal information may be protected with a password you select. We strongly recommend that you do not disclose your password to anyone. We will never ask you for your password in any unsolicited communication.

We regularly review all data whether electronically or on paper to decide whether to destroy or delete the data once the purpose for which those documents were created is no longer relevant.

Overall responsibility for the destruction of data falls to the Data Protection Officers. Once the decision is made to dispose, the data is deleted, shredded or otherwise destroyed to a degree equivalent to their value to others and their level of confidentiality. The specific deletion or destruction process may be carried out by a designated LJAG employee.

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 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.
- 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.

Please contact anthea.masey@loughboroughjunction.org if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at anthea.masey@loughboroughjunction.org

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

The ICO's address:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF

Helpline number: 0303 123 1113

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

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4 April 2024		1		The policy will be reviewed in August 2024, December 2024 and then 3 April 2025.

Document Version: 1

Signed: 

Name: Anthea Masey

Office: Chair

Date 4 April 2024