

Foxes Trust Privacy Notice

Foxes Trust is the data controller for your data. We are committed to protecting your privacy.

We will only use the information that we collect about you lawfully (in accordance with the UK GDPR and Data Protection Act 2018).

Why we use your data

We collect information about you for 2 reasons: firstly, to process your membership and online orders, and second, to provide you with the best possible service.

The type of information we will collect about you includes:

- your name
- address
- phone number
- email address
- date of birth
- financial transactions
- correspondence

We use a "cookie" to provide increased functionality on our website. We do NOT use cookies to identify, track or collect information about the visitors to our website.

Who we share data with

We do NOT hold a record of your credit/debit card details. Payments are handled securely by our partner and data processor **Paypal**. We will not share your data with any other third parties unless required to do so by law.

Why we can use your data

Our lawful basis for processing your data is

- To fulfil a contract we have with you
- When it is our legal duty
- When it is in our legitimate interest
- When you consent to it

Where there is a contract in place, we will need your data in order to provide you with the service e.g. contact you to make arrangements, attend a venue etc.

Where you consent to us using your data, e.g. direct marketing by email, you can withdraw your consent at any time and we will stop using processing your data.

A legitimate interest is when we have a business or commercial reason to use your information. But even then, it must not unfairly go against what is right and best for you. Our legitimate interests are:

- Keeping our records up to date, working out which of our products and services may interest you and telling you about them.
- Developing our services

We will only send you marketing emails if you have asked to receive them (opted in). If you decide in future that you do not wish us to send you any marketing materials, please contact us.



We will never collect special category (sensitive) information about you without your explicit consent or another lawful basis.

The information we hold will be accurate and up to date. You can check the information that we hold about you by emailing us. If you find any inaccuracies we will delete or correct it promptly. Please note: we may need proof of your identity if you wish to check the information that we hold about you.

How we keep data safe

The personal data which we hold will be held securely in accordance with our internal security procedures and the law.

How long we keep data for

We will keep records relating to any financial transactions and services for 7 years. Other data will be deleted 2 years after the last active contact.

How you can exercise your rights

You can find out if we hold any of your personal data by making a 'subject access request'. If we do hold information about you, we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to;
- tell you where we got it from; and
- let you have a copy of the data.

To make a request for any data we may hold on you, you can email the company secretary. It is free of charge to submit a request. We may only refuse if it is manifestly unfounded or excessive. We have a month to answer you.

If we do hold information about you, you can ask us to

- correct any mistakes;
- delete data we hold on you that we no longer have a legitimate need to use;
- restrict the use of the data temporarily if you think it is wrong or we should not have it;
- stop using your data that does not have a legal or contractual obligation;
- ask for any data that you have provided to us or we have observed, that has been automatically processed, under consent or contract, to be exported to another company or yourself, in a machine-readable format. We currently do not undertake any automated processing of your data; and
- prevent any fully automated decisions involving your data. We do not currently use any fully automated decision-making techniques.

If you are unhappy with how we respond to you, you can complain to the Information Commissioner's Office www.ico.org.uk

How to contact us

If you have any questions/comments about privacy, please contact our company secretary at the address on our contact page.



When we last updated this Privacy Notice

We keep our privacy notice under regular review. This Privacy Notice was last updated on 7th April 2022 (v2.0).

