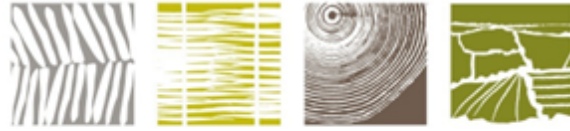


CREST



Cornwall Rural Education & Skills Trust

Privacy Policy

Last updated April 2025

Introduction

This policy explains how CREST uses the personal information provided by you and how we will communicate with you. We respect the rights of our members and supporters to privacy and confidentiality and we promise to keep your information secure. This includes the use of cookies on our website and how we use them. CREST is what's known as the 'Controller' of the personal data that you provide to us.

The UK General Data Protection Regulation (UK) GDPR 2018 and Data Protection Act 2018 applies to every business that collects, stores and uses personal data relating to customers, staff or other individuals.

(UK) GDPR and DPA (2018) applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier. This definition provides for a wide range of personal identifiers to constitute personal data, including name, identification number, location data or online identifier, reflecting changes in technology and the way organisations collect information about people. (UK) GDPR applies to both automated personal data and to manual filing systems where personal data is accessible according to specific criteria. This could include chronologically ordered sets of manual records containing personal data.

Our contact details

If you have any questions about this you can contact CREST at:

E-mail: hello@crestcornwall.co.uk

Address: Woodside, Stennack, Troon, Camborne, Cornwall, TR14 9JY

The type of personal information we collect

We only collect basic personal information about you; which includes name, address, email address and telephone number. This information is collected from course, membership and volunteering registration forms, online registration forms, Gift Aid declarations, and donations.

By submitting personal information, individuals consent to CREST processing personal information in accordance with our data protection policy. All information provided will be treated as confidential and will only be used for the purpose intended. Anyone can contact CREST to correct or update personal information in our records.

There may be occasions when we require further information from you e.g. doctors notes for medical issues.

We would be grateful if you would inform us if any of your contact details change so that our records remain as up to date as possible.

Why do we need this data

Courses

We collect your basic personal data in order to process your registration as a participant on our courses – this includes contact information for your next of kin in case of emergency; details of any medical conditions which may affect your volunteering activities; and recording of any skills or interests which may be relevant.

Volunteering

We collect your basic personal data in order to process your registration as a volunteer – this includes

contact information for your next of kin in case of emergency; details of any medical conditions which

may affect your volunteering activities; and recording of any skills or interests which may be relevant.

Membership

We need to know your basic personal data in order to process your membership application. In order to provide you with newsletters, annual reviews, and AGM notifications as part of your membership we need your full name and postal and email addresses, we also ask for a contact telephone number in case we have any queries.

Gift Aid

Basic personal information is also used for the processing of Gift Aid declarations.

Donations

Basic personal information is collected in order to acknowledge and record a gift.

Funders

CREST is obligated to provide our funders with data in order to meet our grant requirements.

What do we do with your data?

All the personal data collected will be processed by CREST and securely stored with paper copies and electronic back-ups securely. Your privacy is of paramount importance to us.

From time to time we may send additional communications, to promote fundraising campaigns for example. These will only be sent where we have express permission from you to communicate in this way. There will always be a method to opt out of further communications of this type e.g. via an unsubscribe button at the bottom of an email. Please note that it is not possible to opt out of statutory communications such as AGM notifications and you will continue to receive these even if you have opted not to receive marketing communications.

What we DO NOT do:

We will never sell your data to anyone else or share it without your permission

We do not put undue pressure on you to make a gift or renew your membership subscription

We will not contact you if you have asked for your details to be removed from our records or if you have asked not to be contacted using a specific method e.g. text message.

How long do we keep your data?

Courses

We are required to keep Learner information on file for a minimum of three years. This information is vital to the successful management of the course programme.

Volunteering

We keep details of volunteers for the period that they remain registered as a volunteer with CREST. This information is vital to the successful management of the volunteering programme.

Membership

We will keep your data for the period of your membership. Membership subscriptions are renewable annually and we will contact you to remind you of your renewal. If we do not hear from you for a period of 2 years, we will remove you from our membership database. We are required by UK law to retain Gift Aid declarations and records. This includes Donations.

Trustees are volunteers and we retain their information as prescribed by Charity and Company Law.

Newsletter

Subscribers to the e-newsletter may unsubscribe at any time and we will remove their contact information from our records, unless there are operational reasons not to do so, e.g. they are also members or volunteers.

What are your rights?

You have a right to request to see the information that we hold about you and have it corrected or deleted if necessary. If you wish to make an enquiry about your personal data, you can contact our Data Protection Officer via info@cornwallheritagetrust.org.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can raise the matter with the Information Commissioner's Office (ICO), their website is www.ico.org.uk

Cookies

The CREST website will use cookies - small text files that are placed on your machine to help the site provide a better user experience. When the website is published, further information regarding our Cookie Policy will become available..

Links to Other Websites

We are keen to share details of other groups and organisations that may be of interest to you by providing links to their websites; however once you leave our site we do not have any control over that website. Responsibility for your privacy will no longer lie with us and we urge you to ensure that you are protected by checking the organisations privacy policy.

Policy Review

This policy will be reviewed and updated every two years by the Trustee board and any Digital Officers employed by CREST.