

ULSTER NEW ZEALAND TRUST at THE BALLANCE HOUSE



PRIVACY POLICY

When you sign up to any of our services, request information from the Ulster New Zealand Trust ('the Trust') or buy things from us, the Trust obtains information about you. This statement explains how we look after that information and what we do with it.

We have a legal duty under the General Data Protection Regulation (GDPR) 2018, Data Protection Act 1998 (DPA) to prevent your information falling into the wrong hands. This Privacy Policy may change from time to time and we will update it for access through our website. We must also ensure that the data we hold is accurate, adequate, relevant and not excessive.

Normally the only information we hold comes directly from you. Whenever we collect information from you, we will make it clear which information is required in order to provide you with the information, service or goods you need. You do not have to provide us with any additional information unless you choose to. We store your information securely on our computer system. We restrict access to those who have a need to know and we train our staff in handling the information securely.

What information may we collect about you?

If you have signed up to our membership, we will also pass your details to the professional worker providing that service within the Trust. This information may include name, address, contact number, and email address.

If you have signed up to receive our newsletter, event notifications or other service, we will also pass your details to the professional worker providing that service within the Trust. This information may include name, address and email address.

If you attend our open days, group visits and organised events we may take photos and video footage; if you are the focus of the photo, we will ask your permission.

How may we use your personal information?

The Trust will use your personal information where you have provided your consent to it to send you marketing communications, and to comply with legal and regulatory obligations.

We would like to send you information by leaflet, email or other methods based on visiting The Ballance House, volunteering with us, membership, events, conservation work, and fundraising. This is called Marketing.

At any time you can change your mind about whether to receive that information from us or how you're contacted by emailing info@theballancehouse.com or writing to the Ulster New Zealand Trust, 118a Lisburn Road, Glenavy, Co Antrim, Northern Ireland. BT29 4NY

How do we keep your information safe?

We take a number of steps to protect the privacy and security of your information, for example we maintain physical, electronic, technical and procedural safeguards.

How long do we retain your personal information?

We will keep your personal information for as long as it is necessary to comply with applicable legal requirements; in most cases this will be 6 years from the date you first register with us. After this the Trust will erase your personal information or archive your personal data so it is beyond use.

Who may we share your information with?

We may share your information with government departments where we are required by law to do so. Funders who may require information about how a grant from them has been spent although as far as possible personal information will be made anonymous and figures given instead. We may share your data with third parties who provide services on our behalf, such as marketing automation platforms. Any third-party service provider is required to be committed and compliant with GDPR.

What are your rights with respect to your personal information?

You have the right to a copy of all the information we hold about you. You have the right to request the correction/deletion of your personal information, request the restriction of the processing of your personal information or object to that processing. You have the right to request receipt or transmission of personal information to another organisation in a readable format. You have the right to complain to the Information Commissioner's Office if your privacy rights are violated, or if you have suffered as a result of unlawful processing of your personal information. You have the right to object to direct marketing. You have the right to withdraw your consent at any time.

To obtain a copy of personal information held in your name, or to exercise any of the rights you have with regard to your personal information that we hold, please write to the Data Protection Officer at the Ulster New Zealand trust, 118a Lisburn Road Glenavy, Co Antrim, Northern Ireland, BT29 4NY.

There is a charge of £10 for a copy of your data (as permitted by law). We aim to reply as promptly as we can and, in any case, with the legal maximum of 30 days.