



## ART PRIVACY NOTICE

### How we use your information

This privacy notice tells you what to expect when Abberton Rural Training (ART) collects personal information. It applies to information we collect about:

- Visitors to our website;
- Complaints and other individuals in relation to a data protection or freedom of information enquiry or complaint;
- People who use our services or undertake courses;
- Job applicants and our current and former employees

### Your rights

If we are holding your personal information you have a number of rights. You have the right:

- to be informed about how and why we process your personal information and how long we retain it for as well how you can complain
- of access which includes confirmation that your personal information is being processed and access to your personal information
- to rectification so that if you identify any of the personal information we hold about you is incorrect you can write to us asking us to correct it
- to erasure otherwise known as the right to be forgotten so that you may unless we require it to continue to provide a service to you request the deletion or remove of personal information
- to restrict processing which enables you to block or suppress is processing your personal information
- to data portability which allows you to obtain and reuse your personal information for your own purposes across different services
- to object to us processing your information based on legitimate interest or performance of a task in the public interest or official authority, direct marketing and for scientific/historical research and statistics
- related to the automated decision making and profiling which safeguards you against the risk that a potentially damaging decision is taken without human intervention

### Visitors to our website

We do not at present collect any “cookies” or information of visitors to our website at: [www.abbertonruraltraining.org](http://www.abbertonruraltraining.org) We do not hold or request any data in terms of numbers of visits or locations or identities of visitors, and do not store any information



related thereof. Information will only be received if a message is sent by the website visitor through the “Contact Us” section of the website or “Booking Form”. We will make it clear if in future we collect personal information and will then explain what we intend to do with it.

### **Use of cookies by ART**

We do not currently use or collect cookies on our website.

### **Search engine**

Our website does not currently have a search facility. No user-specific data is collected by either ART or any third party.

### **Security and performance**

ART does not use a third party service and does not collect any information that requires security or performance regulation.

### **People who contact us via social media**

We have a FaceBook and Twitter page, and manage our own social media interactions.

If you send us a private or direct message via social media the message will be stored by ART for three months. It will not be shared with any other organisations.

### **People who call us**

When you call ART, our phones will display your telephone number, unless protected by you, and will be stored by our phone system only for the last 10 calls received. We do not hold or record this information in any other way, and it is only used to help respond to calls if there has been a difficulty with connection or we need to call you back for another reason.

### **People who email us**

Any email sent to us, including any attachments, may be monitored and used by use for reasons of security and for monitoring compliance with office policy. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

### **People who make a complaint to us**

When we receive a complaint from a person we record it on our complaints database containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.



We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We will keep personal information contained in complaint files in line with our Document Retention Policy . This means that information relating to a complaint will be retained in accordance with our Documentation Retention Policy. It will be retained in a secure environment and access to it will be restricted according to the “need to know” principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

When we take enforcement action against someone, we may publish the identity of the defendant on our website or elsewhere.

### **People who use ART’s Services**

We use a third party to deal with some publication requests, but they are only allowed to use the information to send out the publications.

We have to hold the details of the people who have requested a service in order to provide it. However, we only use these details to provide the service the person has requested and for other closely related purposes. For example,

### **Job Applicants, current and former ART employees**

When individuals apply to work at ART, we will only use the information they supply to us to process their application and to monitor recruitment statistics. Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a “disclosure” from the Criminal Records Bureau we will not do so without informing them beforehand unless the disclosure is required by law.

Personal information about unsuccessful candidates will be held for 6 months after the recruitment exercise has been completed, it will then be destroyed or deleted. We retain de-personalised statistical information about applicants to help inform our recruitment activities, but no individual is identifiable from that data.

Once a person has taken up employment with ART, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person’s employment. Once their employment with ART has ended, we will retain the file in accordance with the requirements of our Document Retention Policy and then delete it.



## **Complaints or queries**

ART tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of ART's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below. Please also see the webpages for our specific services.

Should you not be satisfied with our explanation or wish to complain about how we have handled your personal information you may complain to the Information Commissioner's Office whose details are below.

## **Access to personal information**

ART tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a "subject access request" under the Data Protection Act (1998) and GDPR Regulations. 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; and
- Let you have a copy of the information in an intelligible form

To make a request to ART for any personal information we may hold you need to put the request in writing addressing it to Principal Data Officer or writing to the address provided below.

We shall also require 2 items as proof of identification one of which must have a photograph of you with your name (eg drivers licence, passport) and the other with your name and address (eg utilities bill, bank or credit card statement).

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting Principal Data Officer in writing to confirm the corrections necessary.

## **Disclosure of personal information**

In many circumstances we will not disclose personal data without consent. However when we investigate a complaint, for example, we may need to share personal information with any organisations involved or with other relevant bodies.



We may also need to share your personal information without your consent:

- with contractors or organisations carrying out services on our behalf eg maintenance works
- to prevent and detect crime

### **Links to other websites**

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

### **Changes to this private notice**

We keep our privacy notice under regular review. This privacy notice was last updated on 18<sup>th</sup> May 2018.

### **How to contact us**

If you want to request information about our privacy policy you can email us at: [jacqui.stone@abbertonruraltraining.org](mailto:jacqui.stone@abbertonruraltraining.org) or write to us at:

Abberton Rural Training  
The Old St. Andrews Primary School  
Church Road  
Wormingford  
Colchester  
Essex  
CO6 3AZ

### **ART's Principal Data Officer**

ART's Principal Data Officer is Jacqui Stone, ART Project Manager. She may be contacted at the above address.

### **Information Commissioners Office**

If you want to any further information about your privacy rights or to make a complaint you can contact the Information Commissioner's Office at the address below:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire Sk9 5AF

Email: <https://ico.org.uk/global/contact-us/>

Website: [www.ico.org.uk](http://www.ico.org.uk)