

WNAHS customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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WNAHS Contact details

Winchester New Allotment Holders Society Ltd, Allotment Site Office, Park Road,
WINCHESTER, Hampshire, SO23 7BE, GB
admin@wnahs.co.uk

What information we collect, use, and why

We collect or use the following personal information for record keeping, communication and Allotment plot allocation:

- Names and contact details i.e. phone, email address.
- Addresses

Lawful bases and data protection rights

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exceptions which means you may not receive all the information you ask for.
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- **Your right to erasure** - You have the right to ask us to delete your personal information. If this is requested, you will no longer be a member of society and a plot holder. We delete personal data once a member has left the Society.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. However, we only use personal data for WNAHS purposes, we do not share personal data.
- **Your right to object to processing** - You have the right to object to the processing of your personal data.
- **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. Please note all personal records are kept within the Society.

- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. If you make a request, we must respond to you without undue delay and in any event within one month. To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information for communication and Allotment plot allocation are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time. However, without your contact details we cannot issue membership and plot allocation and your membership will be terminated and your personal records erased.
- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legitimate interests** – we're collecting or using your information because it benefits you, our organisation without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We allocate a WNAHS membership number linked to plot and allotment site. To do this we need name and address.
 - We also send out bills linked to the annual renewal of plots
 - We send email and newsletters to keep you informed about Society events and notifications via your email link.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Where we get personal information from

- Directly from you

How long we keep information

We keep the information as long as you are a member and plot holder. Once you have given up membership all data is erased

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.