



PRIVACY POLICY

What Information We Collect

We do not receive or collect any information about you on our website. We do receive, record and store some information you provide us in any other way e.g. email, telephone, text message and social media messaging services. We may use software tools to measure and collect web session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, communications) comments and feedback.

Why do we collect this information?

We collect this Information for the following purposes:

To provide and operate a useful service via our website and social media.

To be able to contact our Site Visitors and Users with general or personalised service-related notices and promotional messages

To comply with any applicable laws and regulations.

Where Do We Keep The Information?

Our website and database are hosted on the Squarespace. Squarespace provides us with the online platform that allows us to deliver our website and email services to you. Your data may be stored through Squarespace data storage. They store your data on secure servers behind a firewall.

All hand written information recorded about volunteers and visitors to Bulwell Forest Garden are stored securely in locked filing cabinets, within locked cupboards, or offices at the BFG. Access to this information is restricted to managers and our administrator, who inputs the information into our database, which has security passwords, and may be used to evidence the impact of the work we do to our funders and help us shape the activities that we deliver.

How We Collect and Use Your information

This privacy notice tells you what to expect when Bulwell Forest Garden collects personal information. It applies to information we collect about:

- Patterns of use on our website
- People who email us
- People who volunteer or visit us regularly (with permission)

Visitors to our websites

When someone visits www.bulwellforestgarden.co.uk, we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Use of Cookies

Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

People who email us

We use the personal data of your email address for correspondence with you regarding your enquiry about Bulwell Forest Garden. We only retain the information for the period we are in correspondence and then it is deleted as confidential waste.

We do not use the information you supply via the contact button or direct email for marketing purposes or share with third parties unless we are required to by law.

We use gmail when responding to website enquiries. Gmail encrypts messages in transit , on a basic level this means that emails can't be read by third parties in transit. You may have no idea (I certainly didn't before I had to write this policy) if your email provider uses TLS so please bear in mind that sending information by email can't always be guaranteed to be secure so please consider the level of personal information you share in an email.

Privacy Policy Updates and Useful Information

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Any Questions or Concerns

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at admin@bulwellforestgarden.co.uk