



The Cinnamon Trust

10 Market Square Hayle Cornwall TR27 4HE

Tel 01736 757900 E-mail admin@cinnamon.org.uk www.cinnamon.org.uk

PRIVACY POLICY

Here at The Cinnamon Trust, we take your privacy seriously and will only use your personal information to administer your account with us and deliver the services and products you have requested from us.

Please read this policy carefully to understand our views and practices regarding your personal data and how we will treat it. For the purpose of the Data Protection Act 2018 (the Act) we are the data controller.

We collect information directly from you when you are asked to provide personal details to access our services and products, including but not limited to a request for Cinnamon Trust help ie dog walking and short term fostering, when making a donation, to request certain literature such as brochures, posters, volunteer and membership forms, newsletters, catalogue purchases and branded goods, a pet profile pack or a Pet Friendly Care Home pack, to make payments to volunteers and suppliers and to maintain our own accounts records.

We will **not** share your information with any other company or organisation except if required to do so by law or to help prevent fraud.

What personal data do we collect?

- a) **Information you give us** – you may give us personal information by filling in forms on our website www.cinnamon.org.uk or by corresponding with us by phone, email, letter, invoice or claim form. This includes, for instance, information you provide when you register to access our services (ie dog walking, fostering) or place an order for our products (ie. membership, Christmas goods). The information you give may include your name, address, email address, phone number, date of birth, medical condition, health problem and financial information on a standing order form, BACS consent form or cheque. All information on standing order forms are kept securely under lock and key and are not entered onto our computer system. We do not hold financial information of cheques, or collect financial information of credit card numbers. BACS consent forms are held in a locked cabinet and entered on our financial system to enable direct payment to be made to volunteers and suppliers. If a donation is made via credit card or via our website, this will be processed by a third party, who may collect such financial information subject to its own terms and conditions.
- b) **Information we collect about you** – We will gather information about you in the course of providing a service to you. This may include information we collect regarding the help you have received, any membership you have with us, previous donations and catalogue purchases and pets you have registered to come into our care.

Patrons: Dame Virginia McKenna DBE Sir Paul McCartney CH MBE

The Cinnamon Trust is a Registered Charity No. 1134680

The Cinnamon Trust is a limited company registered in England & Wales. Registered Office: 10 Market Square, Hayle, Cornwall TR27 4HE. Company Number: 07004861



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- c) **Information we receive from other sources** – If you donate via our website, we may collect personal information about you. We work closely with our trusted volunteers and by way of their update we may receive information about you as to how our assistance is going.

How we will use the information about you?

We will use your personal data:-

- to process and respond to requests, enquiries and complaints received from you,
- to provide the help requested by you,
- to provide products requested by you,
- to communicate with you about the help we provide,
- to mail our Spring and Christmas newsletter and catalogue,
- to process all donations,
- to process all expense claims,
- to process all invoices and payments,
- to update our records,
- to update details of your companion(s) that are registered with us,
- to claim gift aid if you are registered.

Retention and disclosure of information that you submit

We will keep the information that you submit to us for as long as is needed to deliver the services and products you have requested.

We use service providers to process personal information on our behalf. For example, we use third parties to pack and post our spring and Christmas newsletter and catalogue, to maintain our IT systems and database and to process credit card payments. Where we use service providers to process your personal information, we will ensure that they have adequate security measures in place to safeguard your personal information.

We will rectify or delete your personal information from our systems once a request has been received.

You have a right to complain to the ICO if you think there is a problem with the way we are handling your data.

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Legitimate Interests:-

We will process personal information for certain legitimate business purposes, which include:-

- Where the processing enables us to enhance, modify, personalise or otherwise improve our services/communications for the benefit of our volunteers, members, petitioners and supporters.
- To provide postal communications which we think will be of interest to you including our newsletter.

You have the right to object to this processing if you wish, and should you do wish to do so please contact us at admin@cinnamon.org.uk

Children under the age of 16

If you are aged under 16, please get your parents or guardian's permission before providing any personal information to become a Young Volunteer or supporter of The Trust. Without this consent you are not allowed to provide us with personal information to register as a Young Volunteer. We ask all children who register for volunteering that the personal information of their parents and/or guardians are provided.

Changes to our privacy policy:-

We keep our privacy policy under regular review and we will place any updates to this policy on our website.

How to contact us:-

To learn more on how your information is used, how we maintain the security of your information, and your rights to access information we hold on you, please contact: The Cinnamon Trust, 10 Market Square, Hayle, Cornwall TR27 4HE or email admin@cinnamon.org.uk Your consent can be withdrawn at any time by contacting us.

Consent:-

When you first contact The Cinnamon Trust, we will ask for your consent either verbally, electronically or by letter to process your personal data.

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