

Data Protection & Privacy Policy

Policy ID	POL-003
Version	1.0
Date Approved	TBC
Next Review Date	TBC

Introduction

1. This Privacy Policy outlines how **Ponsanooth Community Benefit Society** ("PCBS" "we", "us", or "our") collects, uses, and protects any information that you provide when you use our website, <https://saving-our-sarah.org> (the "Service").
2. We are committed to ensuring that your privacy is protected. By using the Service, you consent to the collection and use of your information in accordance with this policy.

Our Contact Details:

- **Name:** Ponsanooth Community Benefit Society
- **Address:** 5 Dingles Close, Ponsanooth, Cornwall, TR3 7RA United Kingdom
- **Data Protection Lead:** Chris Freer
- **Email:** hello@savethetag.co.uk

The Information We Collect

We may collect the following types of personal information:

- **Identity Data:** Your name.
- **Contact Data:** Your email address, postal address, and telephone number.
- **Technical Data:** Your IP address, browser type, and information on how you use our website (e.g., pages visited), collected via cookies.
- **Communications Data:** Information you provide when you contact us, provide feedback, or respond to surveys.

How We Use Your Information

We use the information we collect for the following purposes, based on a lawful basis:

- **To Respond to Enquiries:** To manage our relationship with you and answer your questions.
- **Marketing & Promotion:** To send you updates, newsletters, and promotional materials about our project, but only where we have your explicit consent to do so.
- **Website Improvement:** To analyse how our website is used to improve the user experience.
- **To Gather Feedback:** To collect testimonials or feedback to help develop our services.
- **Administrative Purposes:** For our internal record-keeping and to manage our operations.
- **Use of Information:** We will only use your information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason that is compatible with the original purpose.

Your Data Protection Rights

Under UK data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate or complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.
- **Your right to withdraw consent** - You can withdraw your consent at any time.

To exercise any of these rights, please contact us at hello@savethetag.co.uk. We will respond to your request in accordance with applicable law.

Cookies

Our website uses cookies to distinguish you from other users. This helps us to provide you with a good experience and allows us to improve our site. For detailed information on the cookies, we use and the purposes for which we use them, please see our **Cookie Policy**.

Data Security

We are committed to ensuring that your information is secure. We have put in place suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect online to prevent its loss, misuse, or unauthorised alteration. However, as no method of transmission over the Internet is 100% secure, we cannot guarantee absolute security.

Changes to This Privacy Policy

We may update this policy from time to time by posting a new version on this page. We recommend that you check this page periodically for any changes. The revised policy will be effective from the date it is posted.

How to Complain

If you have any concerns about our use of your personal information, you can make a complaint to us at the contact details listed in Section 1.

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data:

- **ICO Address:** Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- **Helpline number:** 0303 123 1113
- **ICO website:** <https://www.ico.org.uk>

