

Privacy Notice

Last Updated: 18th July 2019

Registered Office: Leicester Freeman's Estate, 32 Freeman's Holt, Old Church Street, Aylestone, Leicester, LE2 8NH

Telephone: 0116 2834017

Email: office@leicesterfreemen.com

We appreciate your concerns over data privacy and protection, but you can rest-assured that we only use your personal data (information about you) in ways you'd expect us to - this Privacy Notice is a great way for us to communicate that to you.

This Privacy Notice applies to Leicester Freeman's Estate Charity and describes the types of personal data we collect, how we use it, and with whom we share it. The Leicester Freeman's Estate Charity is administered by the Leicester Freeman's Deputies.

If you have any questions or queries regarding this Privacy Notice, or our privacy programme in general, please contact us using the details provided in the 'How to Contact Us' section at the bottom of this notice.

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Information We Collect and How We Use It

Personal Information You Provide

You may choose to provide personal information (such as your name, address, date of birth, telephone number and email address) to us. Here are the ways you may provide the information and the types of information you may submit. We also tell you how we use the information entrusted to us.

- *Contact Us*

If you contact us via the online form on the “Contact” page on our website, you will be required to provide your name, email address and telephone number so we can deal with your enquiry / respond to your message.

As an alternative to using the online form referenced above, you can send an email to office@leicesterfreemen.com. Your email address and any other personal information you choose to provide will only be used for the purpose of dealing with your enquiry / responding to your message.

- *Members (Freemen / Freemen’s widow/widower / potential beneficiaries)*

Upon taking your Freedom, your name and address will be past to us by the Lord Mayor’s Civic Office.

The information you provide when you become a member of the charity will be stored internally, by the charity on what’s referred to as the “Master List.”

As a member of the charity you will receive information on events, vacancies on the board, the annual general meeting, vacant bungalows, charitable payments and updates to the website.

As a Freeman, your consent to be added to the “Master Register” (a public list of all who have taken their Freedom over two generations) will be sought.

We send the quarterly “Gildhall News” magazine out to all of our members, we have a legitimate interest to do so as it contains information that directly relates to the charity. You can still opt-out at any time, by contacting us using the details provided in the ‘How to Contact Us’ section at the bottom of this notice.

- *Trustees (Deputies / Board Members)*

As a Trustee of the charity we have an obligation to register your details with the Charity Commission.

Your contact details will also be distributed to all other Trustees of the charity (for you to communicate with one another).

- *Residents and Bungalow Applications (Freemen's Holt)*

The information you provide when applying to become a resident (via an application form and Deputies visit) is used by the Welfare committee to establish whether you are the most aged, needy of all the applicants (assuming there is more than one applicant).

For reasons of safety, residents are required to provide Next of Kin and Guarantor details. Health information (including details of certain medication) is also collected to aid paramedics in the event of them being called.

As a resident, your personal information (including health information) is shared with 'PA Housing' (Paragon Asra Housing Limited), as it is they who manage the estate (Freemen's Holt), including 24/7 alarm monitoring for security and support of residents when staff are not on site.

- *Charitable Payments*

The information you provide when applying for charitable payments (via an application form and Deputies visit) is used by the Welfare committee to assess eligibility.

- *Allotment Holders*

The information you provide will only be used for the purpose of managing the allotments.

- *Job Vacancies*

You may submit your CV and other information in relation to a specific job vacancy at Leicester Freemen's Estate Charity. We will only use that information for the purpose of dealing with your job application.

- *Employees*

Our employees are informed of how their personal information is processed and for what purpose via our employee data protection policy. As with all personal data we collect, we only collect what we need and do not do anything unexpected with it.

- *Third-party Engineers*

If you are working on site, and if the type of work you're undertaking demands it, you will be required to provide proof of accreditation, for some accreditations (the Gas Safe Register for example) this will be in the form of a photo ID card, we will not take a copy of your card, but rather make a note of the membership number on it.

- *Other Uses of Information*

The only other time we'll use your personal information is if we have a legal obligation to do so.

Personal Information We Collect by Automated Means

- *Cookies*

We make use of Performance and Functionality Cookies to optimise and tailor our website for those who visit it.

The Performance Cookies we use are part of the Google Analytics suite, Google provide a tool to enable you to opt-out of Google Analytics should you wish to do so, for more information please use the following link: <https://tools.google.com/dlpage/gaoptout/>

We do NOT use Targeting / Advertising Cookies.

You can manage (including block all and remove) cookies via the settings within your internet browser.

- **IP Addresses**

We do NOT log, view, or track your IP Address when you visit our website.

- ***Do Not Track***

We do NOT use Tracking Cookies and do not collect personal information about users' online activities over time or across third-party websites.

There is no agreed standard for "Do Not Track" requests at this moment in time, for this reason it is unlikely to deliver what is expected by those who use it and can therefore be misleading.

For the reasons above our website does not currently respond to "Do Not Track" signals/requests from your internet browser.

- ***Our Facebook Page***

Facebook use cookies for advertising, recommendations, insights and measurements relating to those who visit Facebook (including our "Fan Page"). As administrators of the Fan Page we are jointly responsible with Facebook for the processing of visitors' data, though we do not actively use "Insights," and we do not advertise or deliver targeted content to those who "Follow" and/or "Like" our page.

Information We Share

We only process your personal data as described in this Privacy Notice.

In addition to the third-party organisations referenced in the "Personal Information You Provide" section above, we share your personal information with:

- Third-party IT/software support providers

Whilst we don't share personal information with our IT support providers as such, it is possible that they could have some visibility of it whilst providing support/investigating a problem.

Links to Other Websites

There is a list of "Useful Links" on the home page of our website, there are also links to leicester.gov.uk, ico.org.uk, issuu.com, maps.google.com and facebook.com on other pages of our website. These websites have their own privacy policies and terms and conditions, which you ought to review if you visit them.

How We Protect Personal Information

We have implemented appropriate technical and organisational measures to protect against loss, misuse or unauthorized access, disclosure, alteration or destruction of the personal information we collect.

We do NOT transfer personal information outside of the EEA.

Your Choices and Rights

If you would like to update your contact information or preferences, please contact us as described in the “How to Contact Us” section at the bottom of this page.

To the extent required by law, we can provide you with: (i) reasonable access to the personal information we hold about you, and (ii) the ability to review, correct and delete such personal information.

To help protect your privacy, we’ll take reasonable steps to verify your identity before granting access to your information.

If we are processing your personal information under your consent, then you can withdraw that consent at any time.

If we are relying on legitimate interests to process your personal information, then you can object that to that processing.

If the processing of your personal information is under dispute, then you can prevent further processing until we’ve addressed your concerns.

Complaints

If you have any concerns over our processing of your personal information, then please raise them with us by emailing or writing to us at the addresses shown in the “How to Contact Us” section at the bottom of this page.

If you are not satisfied with our response, you can raise the matter further with the Information Commissioner’s Office (<https://ico.org.uk/make-a-complaint>).

Updates to Our Privacy Notice

This Privacy Notice is likely to change from time to time. We’ll amend the “Last Updated” date (at the top of this Notice) whenever there is a change. If the changes are significant, we’ll also provide a prominent notice on our website.

How to Contact Us

If you have any questions or queries, would like to make a complaint, would like us to update the personal information we hold about you, or exercise your rights, please contact us by:

- Sending an email to: office@leicesterfreemen.com
or
- writing to us at:

Leicester Freeman’s Deputies
32 Freeman’s Holt
Old Church Street
Aylestone
Leicester, LE2 8NH