

Will Woodlands Privacy Notice

About this document

This privacy notice explains how Will Woodlands ("**we**", "**our**", "**us**") collects, uses and shares your personal data, and your rights in relation to the personal data we hold.

Will Woodlands is a company registered in England and Wales (with company number 02933319) and a registered charity (registered charity number 1038274). Its registered office is at 66 Lincoln's Inn Fields, London WC2A 3LH. It is the controller of your personal data under applicable data protection law.

How we collect your information

We may collect your personal data in a number of ways, for example: from the information you provide to us in connection with a tenancy on one of our estates; when you communicate with us by post, telephone, email etc, or when you visit one of our estates; and from other organisations seeking to introduce us to you.

The types of information we collect

We may collect the following types of personal data about you, where relevant: your name and contact detail and records of communications and interactions we have had with you.

The basis for processing your information and how we use it

1. Legitimate interests

We may process your personal data because it is necessary for our or a third party's legitimate interests. Our legitimate interests include the operation of Will Woodlands in accordance with our charitable objects. This will always be weighed against your rights, interests and expectations. Examples of where we process personal data in accordance with our legitimate interests include:

- corresponding with you about our charitable activities or services;
- processing technical information about the use of our website; and
- processing enquiries, complaints and analysing our charitable services;

In this respect, we may also provide your personal data to :

- third party service providers such as our bank, to whom payment details are provided in order to process payments (if applicable);
- our professional advisers, such as our managing agents Carter Jonas, where it is necessary for us to obtain their advice or assistance; and
- other professionals who assist us with our website, and our IT support and data storage provider(s).

2. Legal obligations

We may also process your personal data to comply with our legal obligations. In this respect, we may use your personal data to comply with subject access requests, tax legislation, safeguarding requirements, for the prevention and detection of crime, and in order to assist the police and other competent authorities with investigations (including criminal investigations).

3. Consent

In some circumstances we may seek your specific consent to process your personal data: for example, if we wish to use your name, likeness or an attributed quote on our website or in any materials promoting our activities.

If you have given your consent and you wish to withdraw it, please contact us using the contact details below. Please note that where our processing of your personal data does not rely on your consent, we may not be able to fulfil your request.

How long your information is kept

We may retain your personal data for as long as is necessary to: perform our charitable services and our obligations under a lease / tenancy agreement (as applicable); protect our legal interests (for example where required by relevant authorities); as otherwise stated to you when your data is collected; for such period as we reasonable consider appropriate in connection with our relationship with you; or for record-keeping and archival purposes.

Your rights

You the right to:

- request access to, and copies of, the personal data that we hold about you;
- require us to correct the personal data we hold about you if it is incorrect;
- require us to erase your personal data, in certain circumstances;
- require us to restrict our data processing activities, in certain circumstances;
- receive the personal data we hold about you, which you provided to us, in a reasonable format specified by you, including for transmitting it to another data controller (e.g. a new employer); and
- object, on grounds relating to your situation, to any of our data processing activities where you feel this has a disproportionate impact on your rights.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

You can find out more about your rights under data protection legislation on the Information Commissioner's Office (ICO) website (www.ico.org.uk).

Questions and concerns

If you have any questions about this privacy notice or how we process your personal data, or if you wish to exercise any of your rights under applicable law, you should contact us c/o our managing agents, Carter Jonas at: St Catherine's Court, Berkeley Place, Bristol, BS8 1BQ (tel: 01225 747243).

If you are not satisfied with how we are processing your personal data, you can make a complaint to the ICO. The ICO does recommend you seek to resolve any issues with us as the data controller initially prior to any referral.

Date last updated: December 2021