

Privacy Policy (V1)

Approved by the Board of Directors: 21/10/2025
Next Review Date: 21/10/2027



Glo i Natur CIC (“we”, “us”, “our”) is committed to protecting your privacy and ensuring that your personal information is handled securely and in accordance with UK data protection law, including the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

This Privacy Policy explains how we collect, use, store, and protect your information when you visit our website, contact us, or engage with our work.

1. Who we are

Glo i Natur CIC is a Community Interest Company registered in Wales (Company No. 16778185). We work to protect, restore, and celebrate the unique biodiversity and heritage of South Wales’ coal spoil sites.

Our vision is of ‘*a future where coal spoil sites are protected and celebrated as thriving havens for wildlife, heritage, and community well-being*’.

2. Definitions

- **Personal Data** – any information that identifies a living person.
- **Data Controller** – Glo i Natur CIC, which determines how and why personal data is processed.
- **Data Processor** – any trusted third party that processes data on our behalf (e.g., email or payment services).

3. What information we collect

We may collect and process the following information about you.

3.1 Information you provide directly

- When you contact us by email, form, or social media
- When you subscribe to our newsletter or updates
- When you make a donation or payment
- When you volunteer or participate in our activities

This may include:

- Your name
- Email address
- Phone number
- Postal address (if applicable)
- Organisation (if relevant)
- Emergency contact details (if applicable)
- Medical history (if applicable)
- Any other details you choose to provide

3.2 Information collected automatically

When you visit our website, we may automatically collect:

- IP address
- Browser type and version
- Device information
- Pages visited and how long you spend on them
- Referring website (if applicable)

This helps us understand how people use our website and improve it.

3.3 Information from third-party platforms

- Donation and payment records (processed securely)

3.4 Photographs and videos

We may take photographs or record videos at our events, workshops, or community activities. These may include identifiable images of participants. We will always seek consent before taking or using any photographs or recordings that feature you.

4. How we will use your information

We will only use your data for **legitimate purposes**, such as:

- Responding to your enquiries or requests
- Sending newsletters or updates you have subscribed to
- Processing donations or payments
- Managing volunteer participation or event bookings
- Improving our website and services
- Complying with our legal obligations as a CIC

We do **not** sell, rent, or trade your data with other organisations.

5. Lawful basis for processing

We process your personal data under one or more of the following lawful bases:

- **Consent** – when you have given clear consent for us to process your data (e.g. newsletter signup).
- **Contract** – where processing is necessary to provide a service or agreement you have entered into with us.
- **Legal obligation** – when processing is required to comply with the law.
- **Legitimate interests** – for purposes such as running our operations, improving our services, or communicating relevant updates.

6. How we store and protect your data

We take appropriate measures to protect your personal data against loss, misuse, or unauthorised access. Your data may be stored electronically in secure systems or password-protected files, accessible only to authorised personnel.

Paper records are kept securely and destroyed when no longer required.

We retain personal data only for as long as necessary to fulfil the purpose it was collected for, unless a longer period is required by law.

7. Sharing your information

We only share your data with trusted third-party providers (e.g., website hosting, email, or payment processors) where necessary.

All third parties comply with GDPR and process data only on our instructions.

We will never sell or share your information for marketing purposes.

8. Volunteers, Children, and Sensitive Data

We may collect personal data from volunteers for administration and safeguarding.

Sensitive data (e.g., health or DBS information) will only be collected where necessary and handled with additional care.

We do not knowingly collect personal data from children under 13 without parental consent.

9. Your data rights

Under data protection laws, you have the right to:

- Request access to the personal data we hold about you
- Request correction of inaccurate data
- Request deletion of your data (“right to be forgotten”)
- Object to processing in certain circumstances
- Withdraw consent at any time (for example, unsubscribing from emails)

To exercise any of these rights, please contact us at gloinatur@gmail.com. We will respond within one month.

10. Cookies

Our website may use cookies to enhance user experience and analyse site traffic. You can manage or disable cookies in your browser settings.

11. Links to other websites

Our website may include links to third-party websites or social media platforms. We are not responsible for the privacy practices or content of those sites.

12. Changes to this policy

We may update this Privacy Policy occasionally. The latest version will always be available on our website, with the “Last updated” date reflecting any changes.

13. Contact us

If you have questions about this Privacy Policy or how your data is used, please contact us at info@gloinatur.org.

If you are not satisfied with how we handle your data, you have the right to lodge a complaint with the **Information Commissioner’s Office (ICO)**:

 <https://www.ico.org.uk>.