



Privacy Policy

We take your privacy seriously and are committed to protecting your personal information. We aim to be clear and open about our data and security practices.

Where we ask you to provide us with any information by which you can be identified, you can be assured that it will only be used in accordance with this privacy statement, and in line with the General Data Protection Regulation (GDPR) 2018.

What information do we collect about you?

We collect information about you when you fill in an application for our newsletter, as members of the community transport or for consent to one of our activities. You may also do one of the following:

- Register for a website account or update your account details
- Sign up for email updates
- Contact us
- Place orders for free or paid products or services
- Apply for membership
- Complete surveys or provide feedback.

This information may include:

- Name, role and organisation
- Contact details including email address
- Demographic information such as postcode and interests.

We collect material that you proactively post or contribute to our sites and any correspondence you have with us.

We also collect information on your website usage through cookies, if your browser accepts them. Some of our websites feature tracking software – this means that if you're a logged-in user, have filled an online form or have previously clicked a link in one of our emails, we may link your website usage information (such as pages visited, IP address, browser and device used) to other information we hold about you, such as your name and organisation.

When you contact us by email, letter or on the phone, we may also record this information on our customer relationship management system to help us process your request efficiently.

How do we use your information?

We collect information about you to manage your booking, process an order or fulfil any contract we have with you.

We may use your information to help us develop products and services that you need, and where we have a lawful basis and permission to contact you, we may use



it to help us send you relevant and timely information about the help and support that we offer.

Where do we store your information?

Paper Consent Forms and Membership Details are kept in a locked cabinet with access from the CEO and on some occasions the Reception Manager and Assistant Manager where necessary. For example, the Assistant Manager will need access to personal details when delivering an outdoor activity. They are stored until 5 years after your activity takes place or membership lapses unless you are under 18 years old. Details of Under 18 year olds are kept for 5 years after your 18th birthday.

Online forms

Security and encryption

We take great care to ensure that our websites operate at the highest security levels and that our suppliers are committed to best practice in digital security. All personal information and financial data is encrypted in transmission. However, the security of data transmission via the internet can never be 100% guaranteed, and data transmission is at your own risk.

Cookies

What are cookies and how do we use them?

The use of cookies is common practice on modern websites. A cookie is a small text file which is placed on your computer's hard drive by a website. When you visit one of our websites, your browser checks to see if it has any cookies for it and sends the information contained in those cookies back to the site in order to tailor and improve your experience.

Our cookies record things like whether you are currently logged into your website account, to ensure you're given the right access on each page. They ensure the display settings you've previously selected (for example, preferred language) – or the settings associated with your account permissions – are activated correctly.

We also use cookies to collect anonymous usage and visitor behaviour information – this includes IP address, operating system, browser type and pages visited. We use this to track how our websites are used, measure their effectiveness, and to help us improve our content and user experience.

Third party cookies

Some of the services on our websites, such as adverts from CharityJob, videos from Vimeo, and sharing functions from Facebook, Twitter or LinkedIn, may also place cookies on your computer. We do not take responsibility for third party cookies.



Can I refuse cookies?

Yes, you can use your browser settings to disable cookies. Different browsers offer different levels of control – for example you may be able to accept certain cookies and reject others, such as third party cookies.

If you refuse cookies please be aware our websites may not work smoothly for you and there will be certain parts that won't function correctly.

You can delete the cookies stored on your computer at any time.

More information

For further information about cookies, you can visit www.aboutcookies.org or www.allaboutcookies.org.

How long do we keep your information?

We do not keep your information for longer than necessary. We keep financial information for seven years due to legal requirements, and we delete all other personal information from our customer relationship management system if we have had no contact with you for five years. We keep consent forms for five years after your 18th birthday or if older, 5 years from the activity taking place.

Access to your information

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, you can:

- Email info@tcrhub.co.uk
- write to Teesdale Community Resources, TCR Hub, Shaw Bank, Barnard Castle, County Durham, DL12 8TD

We will not charge you for this service unless the request is 'manifestly unfounded or excessive or repetitive'.

Keeping your information up to date

We want to make sure that any personal information we hold about you is accurate and up to date. Please get in touch to correct or remove information you think is inaccurate.

Sharing your information with other organisations

TCR will not sell your information to any third party. We may share your information with third parties where we have legal duty to do so or to provide you with a service you have asked for. For example, we use a third party supplier to dispatch publications you may buy on our sites and we use secure third party partners to process financial transactions. We have contracts in place with all third party suppliers to ensure they are obligated to treat our customers' personal data in compliance with the General Data Protection Regulation 2018.



If TCR is acquired by a third party, personal data held by TCR will be one of the transferred assets.

Other websites

Our websites may contain links to other websites not run by TCR. This privacy policy only applies to TCR websites so when you link to other websites you should read their own privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 24th July 2018.

Your rights

Data protection regulations give you clear rights over how your data is used by us. You can find out more detail about your rights by visiting the Information Commissioner's Office website's section on [individual rights](#).

You also have the right to report concerns or complain about our handling of your data to the Information Commissioner's Office. Details of how to do this can be found on its [website](#).

Who we are and how to contact us

Teesdale Community Resources is registered in England as a charitable company limited by guarantee.

If you have any questions about our privacy policy or information we hold about you, you can:

- Email info@tcrhub.co.uk
- Call 01833690150
- Write to us at TCR, TCR Hub, Shaw Bank, Barnard Castle, County Durham, DL12 8TD.