

Privacy Policy January 2025



**Rooted
in Nature**
COMMUNITY INTEREST
COMPANY 11077312

Rooted in Nature CIC customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

Contact details

Telephone 07823333830 Email hello@rootedinnature.org.uk

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery and third-party referrals:**

- Names and contact details
- Gender
- Pronoun preferences
- Addresses
- Date of birth
- Emergency contact details
- Next of kin details
- Photographs or video recordings
- Call recordings
- Health information (including medical conditions, test results, allergies, medical requirements and medical history)
- Dietary information (including allergies and health conditions)
- Information about care needs (including disabilities, home conditions, dietary requirements and general care provisions)
- Payment details (including card or bank information for transfers and direct debits)
- Information relating to compliments or complaints

We also collect or use the following information to **provide services and goods, including delivery and third-party referrals:**

- Health information
- Sexual orientation information

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We collect or use the following information to **receive donations or funding and organise fundraising activities:**

- Names and contact details
- Addresses
- Payment or banking details
- Donation history
- Health information
- Taxpayer information (for Gift Aid purposes)

We collect or use the following personal information for **service updates or marketing purposes:**

- Names and contact details
- Addresses
- Marketing preferences
- Recorded images, such as photos or videos

We collect or use the following personal information to **comply with legal requirements:**

- Name
- Contact information
- Identification documents
- Financial transaction information
- Health and safety information
- Criminal offence data

We also collect or use the following information to **comply with legal requirements:**

- Racial or ethnic origin
- Health information
- Sexual orientation information

We collect or use the following personal information for **recruitment purposes:**

- Contact details (e.g. name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID

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- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Security clearance details (eg basic checks and higher security clearance)

We also collect or use the following information for **recruitment purposes**:

- Racial or ethnic origin
- Health information
- Sexual orientation information

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)



- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services and goods, including delivery and third-party referrals** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information to **receive donations or funding and organise fundraising activities** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information to **comply with legal requirements** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.



Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Where we get personal information from

- Directly from you
- Family members or carers
- Other health and care providers
- Social services
- Charities or voluntary sector organisations
- Schools, colleges, universities or other education organisations
- Previous employers
- Booking forms

How long we keep information

Contractors and freelancers

Contracts and Agreements

We keep the terms and conditions of the contract, including payment details for 6 years after the contract ends. This helps in case of any disputes over contract terms or payments.

Payment Records

Details of payments made to contractors or freelancers including invoices and payment records should also be kept for 7 years from the end of the last tax year they relate to. This ensures compliance with HMRC requirements.

Health & Safety Records

If any of the contractors or freelancers we hired are involved in any health and safety incidents, we maintain records of these. As with regular employees, these are kept for at least 3 years after the date of the last entry.

Why keep these records?

Keeping accurate and up-to-date records isn't just about compliance. It's also about protecting our business. These records help us better manage our workforce, handle disputes, and meet legal obligations.

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Customer Data

Customer data is only kept for as long as it is required. You have the right to request the deletion of your data where there is no compelling reason for its continued use if we have not already done so and you feel our reasoning is not justified. However, Rooted in Nature CIC has a duty to keep children's and parents' details for a reasonable time, Rooted in Nature CIC retain these records, children's accident and injury records for 19 years (or until the child reaches 21 years), and 22 years (or until the child reaches 24 years) for Child Protection records.

Who we share information with

Others we share personal information with

- Organisations we need to share information with for safeguarding reasons
- Emergency services
- Current employers
- Previous employers

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

NAME: Emma K Davey - Managing Director

SIGN: *Emma K Davey*

COMPANY: Rooted in Nature CIC

DATE: 01/02/2025