**The Wokingham Volunteer Centre**

**Green ‘n’ Tidy Gardening Scheme**

**Privacy Notice - Clients**

We will comply fully with the principles of data protection, specifically:

1. We hold your personal information solely for the purpose of providing you with a gardening service.
2. We will ask for only that information that we need to deliver this service to you.
3. We will share this information only with those staff and volunteers who are directly involved with organising the gardening service that you need.
4. We will do our best to ensure, through an annual check, that this information is accurate.
5. We ask that you help us in this respect by notifying us as soon as possible of any relevant changes in your health, support and/or mobility needs, and your contact and/or next-of-kin details.
6. You have a right to request a copy of any and all information that we hold about you at any time. We will respond to any such requests within one month.
7. You have a right to withdraw your consent for us to hold your personal information at any time.
8. We will keep your information for no longer than necessary. When you cease to be a service user, your paper and digital records will be destroyed/deleted as soon as practically possible.
9. We will ask for confirmation annually that you require our service. If we do not hear from you in 12 months, we will assume that you longer wish to use our service and we will destroy/delete your record.
10. We will not use your contact information to contact you about anything other than what you have given signed consent for.
11. We will train our staff and volunteers in our data protection standards and procedures.
12. We will never sell your personal information to a third party.
13. We will not share your personal information with third parties, unless the law requires it and/or if we have serious concerns for your health, safety and/or well-being. We will only disclose then to appropriate and legitimate authorities, and only on a need-to-know basis.
14. We will only contact the emergency contacts/next of kin that you have given us if we have serious concerns for your health, safety and/or well-being.
15. We will inform you immediately if we suffer a breach of our security systems for data protection, if we think that your personal information has been compromised, and we will commit to a thorough investigation.