



How we use your information

This privacy notice tells you what to expect when Sylva Foundation collects personal information. It applies to information we collect about:

- Visitors to our website
- People who contact us via social media
- People who email us
- People who call us by phone
- People who purchase from our shop
- People who attend our courses and events
- People who donate
- People who use Sylva Foundation services
- Job applicants, and our current and former employees
- Access to personal information
- Links to other websites
- Changes to this Privacy Notice
- How to contact us
- Data Protection Register

Visitors to our website

All documents related to data protection and privacy are provided at www.sylva.org.uk/privacy.

When someone visits www.sylva.org.uk we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Use of cookies by Sylva Foundation

We use cookies to ensure that we give you the best experience on our website. If you continue without changing your settings, we'll assume that you are happy to accept all cookies on the Sylva Foundation website. However, if you would like to, you can change your cookie settings at any time. [Read more about how we use cookies](#).

Search engines

Some of our websites include a search function. This is powered by our own software. We may log any search queries and results anonymously to help us improve our websites, tools, and search functionality. No user-specific data is collected by either Sylva Foundation or any third party.

Blog

We host the Sylva Foundation blog on our own servers. People are able to leave comments to any posts on our blog and our required to provide certain personal information. This is requested to reduce comments by spammers. No user-specific data is collected by either Sylva Foundation or any third party.

eNews

We deliver an eNews to subscribers (see: <https://sylva.org.uk/subscribe>). Subscribers are required to provide certain personal information to enable us to deliver the eNews bulletins via email. Information will be retained on our Customer Relationship Management (CRM) database. Information will not be shared with any other organisations.

Subscribers are able to unsubscribe to the eNews at any time via a link provided within each bulletin delivered to their email address. A separate opt-in option is provided for users who may choose to receive by email other information from Sylva Foundation about its projects, services, and events.

People who contact us via social media

We use third-party social media platform providers, including Twitter, Facebook, and Instagram, to support our external communications. If you send us a private or direct message via one of these platforms, the message will be stored according to the platform's terms and conditions.

People who email us

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with Sylva Foundation policies. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

We may collect your name, email address, and further personal data. If you opt to do so, we may contact you separately with information about the work of the charity which we think may be of interest. You are able to opt-out at any time via a link sent with any such communication by Sylva Foundation or by contacting us directly. Information will be retained on our Customer Relationship Management (CRM) database. It will not be shared with any other organisations.

People who call us by phone

When you phone Sylva Foundation we may collect any information that you choose to share with us to help deal with your enquiry. We may collect your name, email address, and further personal data. If you opt to do so, we may contact you separately with information about the work of the charity which we think may be of interest. You are able to opt-out at any time via a link sent with any such communication by Sylva Foundation or by contacting us directly. Information may be retained on our Customer Relationship Management (CRM) database. It will not be shared with any other organisations.

People who purchase from our shop

When you make a purchase from Sylva Foundation we use *PayPal* as a third-party provider to process your payment. The terms and conditions of that third party website will govern your use of that website, including the security of your financial information and the process for making payments. Please read the payment website's terms and conditions, including their privacy policy, carefully as your proceeding to use that website will constitute acceptance of those terms and conditions (see: <https://www.paypal.com/ie/webapps/mpp/ua/useragreement-full>).

We may collect your name, email address, postal address, and further personal data. If you opt to do so, we may contact you separately with information about the work of the charity which we think may be of interest. You are able to opt-out at any time via a link sent with any such communication by Sylva Foundation or by contacting us directly. Information may be retained on our Customer Relationship Management (CRM) database. It will not be shared with any other organisations.

People who attend our courses and events

When you make a booking to attend a Sylva Foundation course or visit Sylva Foundation during an event we may collect personal information from you. We use *GoCardless* as a third-party provider to process any payment and/or donation. The terms and conditions of that third party website will govern your use of that website, including the security of your financial information and the process for making payments. Please read the payment website's terms and conditions, including their privacy policy, carefully as your proceeding to use that website will constitute acceptance of those terms and conditions, see:

- PayPal <https://www.paypal.com/ie/webapps/mpp/ua/useragreement-full>
- GoCardless <https://gocardless.com/legal/privacy>

We may collect your name, email address, and further personal data. If you opt to do so, we may contact you separately with information about the work of the charity which we think may be of interest. You are able to opt-out at any time via a link sent

with any such communication by Sylva Foundation or by contacting us directly. Information may be retained on our Customer Relationship Management (CRM) database. It will not be shared with any other organisations.

People who donate

If you choose to donate to Sylva Foundation we routinely use *Enthuse* as a third-party provider to process your donation. If you choose to donate by direct debit your instruction will be processed by *GoCardless*. The terms and conditions of any of these third party websites will govern your use of that website, including the security of your financial information and the process for making payments. Please read the payment website's terms and conditions, including their privacy policy, carefully as your proceeding to use that website will constitute acceptance of those terms and conditions (see: <https://enthuse.com/security-and-data>).

We may from time-to-time use other third-party providers for specific campaigns. We will always make it clear when any third-party provider is involved in a campaign.

We may collect your name, email address, and further personal data. If you opt to do so, we may contact you separately with information about the work of the charity which we think may be of interest. You are able to opt-out at any time via a link sent with any such communication by Sylva Foundation or by contacting us directly. Information may be retained on our Customer Relationship Management (CRM) database. It will not be shared with any other organisations.

People who use Sylva Foundation services

Sylva Foundation offers various services to the public. Examples include myForest, Naturebid, and the British Woodlands Survey. Collectively some of our services are included with the 'Sylva Suite' of services. Such services are typically hosted and managed on our own servers, but we may rely on third-party providers for certain elements, and/or work in partnership with other organisations. For these reasons we provide a Privacy Notice specific to the Sylva Suite of services which allows us to describe in more detail about the nature of any information held and any data sharing which may be in place for any specific service. These are clearly provided within any account settings for services within the Sylva Suite and/or via a link provided within any communication with the user. Any Privacy Notice specific to a service should be read in conjunction with this **Sylva Foundation Privacy Notice**.

We have to hold the details of people who have requested the service in order to provide it. We will use these details to provide the service the person has requested and for other closely-related purposes. For example, we might use information about people who have requested a publication to carry out a survey to find out if they are happy with the level of service they received.

We may collect your name, email address, postal address, and further personal data. This information may be retained on our Customer Relationship Management (CRM) database. It will not be shared with any other organisations unless stipulated in the specific Privacy Notice for that service, in which case any such sharing will be clearly offered as a choice for you.

If you do subscribe to our services, you can cancel your subscription at any time and are given an easy way of doing this.

Job applicants, and our current and former employees

When individuals apply to work at Sylva Foundation, we will only use the information they supply to us to process their application and to monitor recruitment statistics. Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a 'disclosure' from the Criminal Records Bureau we will not do so without informing them beforehand unless the disclosure is required by law.

Personal information about unsuccessful candidates will be held for 12 months after the recruitment exercise has been completed, it will then be destroyed or deleted. We retain de-personalised statistical information about applicants to help inform our recruitment activities, but no individuals are identifiable from that data.

Once a person has taken up employment with Sylva Foundation, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's

employment. Once their employment with Sylva Foundation has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it.

Access to personal information

Sylva Foundation endeavours to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

To make a request to Sylva Foundation for any personal information we may hold you need to put the request in writing addressing it to our nominated Data Protection Coordinator (or 'DPC') to the address provided below.

If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone. If we do hold information about you, you can ask us to correct any mistakes by contacting our Data Protection Coordinator.

Links to other websites

This privacy notice does not cover the links within this website linking to other websites. We encourage you to read the privacy statements on the other websites you may visit.

Changes to this Privacy Notice

We keep our privacy notice under regular review. This privacy notice was last updated as shown at the top of the document.

How to contact us

If you want to request information about our Privacy Notice you can email us at (dpc@sylva.org.uk) or write to:

Sylva Foundation
Sylva Wood Centre
Little Wittenham Road
Long Wittenham
Oxfordshire
OX14 4QT

Data Protection Register

Sylva Foundation is registered with the Information Commissioner's Office (ICO). Our Registration Number is **Z1773491**.