

## **Professional Gardeners' Trust Privacy and Data Protection Policy**

At the Professional Gardeners' Trust (PGT), your privacy and the security of your personal information is of paramount importance to us. This policy explains what information we collect about you and how we use that information.

### **About us**

We are a Charity, number 1101169 and a Company Limited by Guarantee: registered No 4544242. This privacy policy will explain how we use the personal data we collect from you when you use the PGT website, and when you make an award application with us.

### **Data we collect**

We collect the following data:

- Personal identification information (Name, email address, phone number, mobile number, Resident status.)
- Information to support your application, including contact details for references, personal circumstances, and information about the training course you are applying for.
- Bank payment details, so we can issue the award to you or the training organisation

### **How we collect your data**

You directly provide us with most of the data we collect. We collect and process data when you:

- Apply for an award by email, post or online form
- Voluntarily complete a user survey or provide feedback via email.
- Use or view our website via your browser's cookies.
- When you send a report once you have completed your training

### **We may also receive your data indirectly from the following sources:**

- References given in your application form

### **How we use your data**

We collect your data so that we can:

- Process your award application, the Awards Manager will share your application form and references with The Board of Trustees, who consider all applications
- Email or phone you to contact you about the progress of your application

*When we receive your application, we may send your data to, and also use the resulting information from credit reference agencies to prevent fraudulent applications.*

### **How we store your data**

We securely store your data on the cloud, where it is encrypted and is protected by a password and username.

We will keep the data you provide in your award application for no longer than 6 months after you have confirmed you have completed the training and sent an award report. Once this time period has expired, we will erase your data from our system with the exception of your full name, email address and progress of your award application, which acts as a record if you make additional award applications with us.

### **Marketing**

We would like to send you information about the Trust, including updates and services of ours that we think you might like. If you have agreed to receive marketing, you may always opt out at a later date. You have the right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, email [info@pgtrust.org](mailto:info@pgtrust.org)

### **What are your data protection rights?**

We'd like to make sure you are fully aware of all of your data protection rights.

Every user is entitled to the following:

- The right to access - You have the right to request us for copies of your personal data. We may charge you a small fee for this service.
- The right to rectification - You have the right to request that we correct any information you believe is inaccurate. You also have the right to request us to complete information you believe is incomplete.
- The right to erasure - You have the right to request us to erase your personal data, under certain conditions.
- The right to restrict processing - You have the right to request that we restrict the processing of your personal data, under certain conditions.
- The right to object to processing - You have the right to object to our processing of your personal data, under certain conditions.
- The right to data portability - You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: [info@pgtrust.org](mailto:info@pgtrust.org)

Or write to us: Black Sheep Barn, The Street, Box Grove, West Sussex, PO18 0DX

### **What are cookies?**

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology. For further information, visit [allaboutcookies.org](http://allaboutcookies.org)

### **How and why do we use cookies?**

#### **Performance**

We may use cookies or other similar technologies to review the performance of our website to help us understand how our visitors use our website, determine if you have interacted with our

messaging, determine whether you have viewed an item or link, or to improve our website content.

### **Functionality**

We use cookies or other similar technologies that allow us to offer you enhanced functionality when accessing or using our website, or are necessary for our site to function. This may include identifying you when you sign into our website or keeping track of your chosen preferences to improve the presentation of content.

### **What types of cookies do we use?**

There are a number of different types of cookies, however, our website uses:

- Demographics - we use these cookies so we can understand information about visitors to our website, such as the device they are using, and the country they are visiting the website from. A mix of first-party and third-party cookies are used.
- Functionality - we use these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.
- Advertising - we use these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. We sometimes share some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

### **How to manage cookies**

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

### **Privacy policies of other websites**

Our website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

### **Changes to our privacy policy**

We keep our privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 17 March 2021.

### **How to contact us**

If you have any questions about the PGT's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: [info@pgtrust.org](mailto:info@pgtrust.org)

Or write to us: Black Sheep Barn, The Street, Box Grove, West Sussex, PO18 0DX

**How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that we have not addressed your concern in a satisfactory manner, you may contact the [Information Commissioner's Office](#).

This policy was last updated on 17th March 2021, bringing it inline with UK GDPR requirements.