Nature Nurture Privacy Notice for Service Users

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

A. Our contact details

B. What information we collect, use, and why

C. Lawful bases and data protection rights

D. Where we get personal information from

E. How long we keep information

F. Who we share information with

G. How to complain

A. Contact details

Post:

113 Wantage Road, READING, RG30 2SN, GB

Telephone:

07946 644513

Email:

hello@nature-nurture.co.uk

B. 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
- Addresses
- Date of birth
- Emergency contact details
- Photographs or video 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)

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

- Racial or ethnic origin
- Health information

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

- Racial or ethnic origin

C. 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.

- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

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.

- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

    - To inform people of community events and volunteer opportunities.

- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

D. Where we get personal information from

- Directly from you
- Family members or carers
- Other health and care providers
- Schools, colleges, universities or other education organisations

E. How long we keep information

We will retain your contact details for up to three years after your last interaction with us. After this period, or if you request deletion sooner, your information will be securely erased. We will only use your contact details to inform you about upcoming events and relevant updates related to our activities.

For information on how long we keep personal information, see our retention schedule in the published privacy notice at https://www.nature-nurture.co.uk/policies/

F. Who we share information with

Others we share personal information with

- Other health providers (eg GPs and consultants)
- Organisations we need to share information with for safeguarding reasons
- Local authorities or councils
- Publicly on our website, social media or other marketing and information media

- Current employers

G. 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