



Privacy Policy

Policy owner	Hamish McDermid
Legislation and regulation	
Formally endorsed by	Board of Trustees
Last update	July 2026
Next review	July 2027

Sussex Green Living is a charitable organisation registered with the Charity Commission 1189569.

Our Contact Details

Name: Sussex Green Living

Address: The White House, Coolham Lane, Coneyhurst, West Sussex, RH14 9DH

Phone Number: 07768 212833

E-mail: cort@sussexgreenliving.co.uk

This privacy policy will explain how our organization uses the personal data we collect from you when you use our website.

What data do we collect?

We may collect, use, store and transfer different kinds of personal data, which we have grouped together as follows:

- **Identity Data** includes first name and last name.
- **Contact Data** includes address, phone number, email address.
- **Enquiry Data** includes contact form subject and date of query
- **Usage Data** includes information about how you use our website, social media, event booking system, products and services.
- **Financial Data** includes bank account and/or credit card details of donors and employees.
- **Marketing Data** includes your preferences in receiving marketing from us and your communication preferences.
- **Communications Data** includes all communications we have with you whether by email, post, phone or otherwise.

How do we collect your data?

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

- Supply your email through the email sign-up form or contact form
- Voluntarily complete a survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Complete our volunteer agreement form or employment contract.

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Our Company may also receive your data indirectly from the following sources:

- We may collect your personal or professional email in responses to emails sent in legitimate interest, such as to schools.
- Supplying details to Eventbrite when you sign up for an event
- Interacting with our social media platforms.

How will we use your data?

We collect your data so that we can:

- Send you occasional emails about new initiatives and news from Sussex Green Living, including Horsham Repair Cafe.
- Email you with local and environmental news we think you might like.
- Manage your attendance at events via Eventbrite
- We do not share your data with organizations that are not directly managed by us. At present, our initiatives are Sussex Green Living, the Horsham Repair Café, Sussex Green Ideas, and the Youth Eco Forum.
- Communicate with you as a volunteer or employee.
- We receive donations from you via Paypal Giving, Amazon Smile, Just Giving and via bank transfer. Some of these methods mean that we will see how much you have donated and your bank account name.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- a. Your consent. You are able to remove your consent at any time. You can do this by contacting cort@sussexgreenliving.co.uk
- b. We have a contractual obligation.
- c. We have a legal obligation.
- d. We have a legitimate interest.

How do we store your data?

Our Company securely stores your data in:

- Mailchimp, a secure email management system that is GDPR compliant.
- Eventbrite also holds your details securely, as do the banks.
- Capsule, our secure CRM system.
- Google drive.

You have the option to ask to see what data we hold, to unsubscribe from email marketing, and to ask that we delete data that is out of date or you no longer wish us to hold.

Marketing

Sussex Green Living would like to send you information about environmental issues and initiatives 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 or giving your data to other charities.

If you no longer wish to be contacted for marketing purposes, please notify us by emailing cort@sussexgreenliving.co.uk or via our contact form.

What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

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The right to access – You have the right to request Sussex Green Living for copies of your personal data.

The right to rectification – You have the right to request that Sussex Green Living correct any information you believe is inaccurate. You also have the right to request Sussex Green Living to correct the information you believe is incomplete.

The right to erasure – You have the right to request that Sussex Green Living erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Sussex Green Living restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Sussex Green Living processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Sussex Green Living 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: cort@sussexgreenliving.co.uk

Call us at: **07768 212833**.

Or write to us at the address: The White House, Coneyhurst, Nr Billingshurst, West Sussex, RH14 9DH

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology

For further information, visit allaboutcookies.org.

How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website

What types of cookies do we use?

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

- **Functionality** – Sussex Green Living uses 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** – Our Company uses 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.

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

Privacy Policy

The SGL/HRC websites 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

Sussex Green Living keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 5th July 2022.

How to contact us

If you have any questions about Sussex Green Living 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 using the numbers and email shown above.

How to Complain

If you have any concerns about our use of your personal information, you can make a complaint to us at

Name: Sussex Green Living

Address: The White House, Coolham Lane, Coneyhurst, West Sussex, RH14 9DH

Phone Number: 07768 212833

E-mail: cort@sussexgreenliving.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113 ICO website: <https://www.ico.org.uk>

Note of changes made	Date changes made	Date policy statement approved by the Trustees
Approved by the Trustees, except the Complaint handling policy statement		5 th July 2022
Complaint handling policy statement		
Approved by the Trustees		

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W: SussexGreenLiving.org.uk

Registered charity 1189569