

The Windhorse Trust

Data Privacy Policy

Introduction

The Windhorse Trust (the "Charity", "we", "us", or "our") is committed to protecting the privacy and security of your personal data. This Data Protection Policy (the "Policy") explains how we collect, use, store and disclose your personal data, and your rights in relation to it.

What personal data do we collect?

We may collect a variety of personal data about you, including:

- Personal details such as your name, address, email address and phone number.
- Financial information required for the provision of our core services.
- Communication preferences.
- Information you provide when contacting us, such as through our website, email, phone, or social media.

How do we use your personal data?

We will only use your personal data for the purposes for which it was collected, unless we reasonably believe that we need to use it for another reason and that reason is compatible with the original purpose. We may use your personal data for the following purposes:

- To provide property services including property management and tenant management in accord with the provision of our core services.
- To process your donations and keep you informed about your donations.
- To manage donations or loans in accord with the provision of our core services.
- To comply with legal and regulatory requirements.

Lawful basis for processing your data

We will only process your personal data where we have a lawful basis to do so. The lawful basis will depend on the specific purpose for which we are using your data. The most common lawful bases we will rely on are:

- **Consent:** You may have expressly consented to us using your personal data for a particular purpose.
- **Contract:** The processing may be necessary to perform a contract with you, such as processing a donation.

- **Legitimate interests:** We may use your personal data for our legitimate interests, such as provision of property or financial services, provided that your interests and rights do not override our legitimate interests.
- **Legal obligations:** We may need to process your personal data to comply with a legal obligation.

Who do we share your personal data with?

We may share your personal data with third-party service providers who help us deliver our services, such as payment processors, IT service providers and mailing houses. We will only share your personal data with third-party service providers who are contractually bound to keep your data secure and confidential.

We will not share your personal data with any other third parties without your consent, except where required to do so by law.

Data security and retention

We have implemented appropriate security measures to protect your personal data from unauthorized access, disclosure, alteration or destruction. We will retain your personal data for as long as necessary to fulfill the purposes for which it was collected, including any legal, accounting, or reporting requirements.

Your rights

You have a number of rights in relation to your personal data under UK data protection law. These rights include:

- The right to access your personal data.
- The right to rectification of inaccurate personal data.
- The right to erasure of your personal data.
- The right to restrict the processing of your personal data.
- The right to object to the processing of your personal data.
- The right to data portability.

If you wish to exercise any of these rights, please contact us using the contact details below.

Changes to this Policy

We may update this Policy from time to time. The latest version of the Policy will be published on our website.

Contact us

If you have any questions about this Policy or your rights in relation to your personal data, please contact us at:

- Email: info@windhorsetrust.org.uk
- Phone: 01223 868 574

- Address: The Windhorse Trust, 38 Newmarket Road, Cambridge CB5 8DT

Complaints

If you have a complaint about how we handle your personal data, you can contact the Information Commissioner's Office (ICO). The ICO is the UK's independent regulator for data protection. You can find more information about the ICO on their website <https://ico.org.uk/>.