



# Privacy Policy

## General Information

For the purposes of the Data Protection Act 1998 and GDPR, the data controller is The Learning through Landscapes Trust. The data protection officer is Dawn Ayling.

By registering on our website or by sending an e-mail to us, you consent to the collection, use and transfer of your information under the terms of this privacy policy.

All references in this privacy policy: to the "website" refer to this website; to "we", "us" and "our" refer to Learning through Landscapes and to "you" and "your" are to you, the user.

This Privacy Policy describes information that we collect about you; how we use and protect this information; and the choices you can make about how we use it.

## Information we collect about you

When you visit or register on our website you may be asked to provide certain information about yourself including your name and contact details. We may collect additional information about you from e-mails or other correspondence that you send to us and we may also collect information about your usage of our website.

We may ask you for personal information about you or others, for example, your dietary requirements. This information is known as sensitive personal information under the terms of the data protection legislation. If you provide us with any sensitive personal information either via our website, by telephone, email or by other means, we will treat that sensitive personal information in accordance with this Privacy Policy.

## How we use this information

Your information will enable us to supply you with information or services that you have requested by registering with us or by sending an e-mail to us. We may also use your personal information to contact you for your views on our services and to notify you occasionally about important changes or developments to our website or our services. We will also use and analyse information collected so that we can administer, support, improve and develop our business.

We may contact you by post or, if you have agreed, by telephone or by e-mail. If you change your mind about being contacted in the future, please let us know by e-mailing us at [enquiries@ltl.org.uk](mailto:enquiries@ltl.org.uk).

We do not transfer any data overseas.

## Information sharing

Unless required to do so by law, we will not share, sell or distribute any of the personal information that you provide to us without your consent.

We will fully co-operate with any law enforcement authorities or court order requesting or directing us to disclose the identity of or to locate anyone posting any defamatory, obscene or otherwise illegal material onto our website.

### **Your information security**

The information you provide will be held on our computers. We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. These measures include implementing specific technologies and procedures designed to protect your privacy, such as secure servers, firewalls and SSL encryption.

Our website also provides links to other websites for your convenience and information. Please be aware that these sites may have different security & privacy policies and we have no control over and take no responsibility for any information submitted to these sites.

We hold your information only as long as is necessary for each purpose we use it or for as long as you or legislation permits.

### **Consent**

Where we need your consent we will ensure always that you are as fully informed as possible at the time on what we do with your information, with whom it may be shared and how long we will keep it. This is in line with the requirements of the current Data Protection Act and other relevant legislation.

### **How we use cookies**

We also use cookies on our website to enable us to deliver customised content to website visitors. A cookie is a small text file that our web server places on the hard drive of your computer which collects personally identifiable information about how you use the site to enable us to tailor what you see. Our cookies have an expiry date. If the use of cookies is not enabled on your browser, certain features of the website may not be available to you. For more on cookie technology please [click here](#). All other personal information is collected on a voluntary basis by means of any HTML forms which website visitors complete during their visit. Information submitted in this way is automatically entered onto our computer system.

### **Changes to our Privacy Policy**

Our Privacy Policy is reviewed regularly to ensure that it reflects how we use your information. Any changes will be notified to you by updating this policy. This Privacy Policy was last updated on 2 December, 2020.

### **Updating and Amending your personal information**

You may contact us to correct inaccuracies you find in the data which we hold about you, or if you wish to receive no further information from us, at any point in time. This can be done via:

Email: [enquiries@ltd.org.uk](mailto:enquiries@ltd.org.uk)

Post: Learning through Landscapes  
Ground Floor, F Block  
Clarendon House  
Monarch Way  
Winchester  
SO22 5PW  
Hampshire

Phone: 01962 392932

It will help us to update your information quickly if you include your full name and address and/or membership number (if known), together with details of the correction to be made.

### **Access to Information**

To request an information access report which details information we hold about you, please send your request in writing to the Learning through Landscapes Data Controller at the above address.

We aim to issue an initial response to all enquiries within five working days, and will offer a full response to all information access requests within 30 calendar days of receipt unless your request is onerous or excessive in nature in which case we reserve the right to take a further two months or in exceptional cases to refuse the request in its entirety. To find out more about your entitlements under this legislation, please visit the [Information Commissioner's website](#).