

## Privacy Policy

This privacy policy sets out how the Bedfordshire and Luton Biodiversity Recording and Monitoring Centre ('BRMC') complies with its data protection obligations as a Data Processor. You can access this statement from our website or by requesting it directly.

If you have any queries, you can contact us via:

Email: [brmc@bedsbionet.org.uk](mailto:brmc@bedsbionet.org.uk)

Phone: 01234 355435

Address: c/o The Wildlife Trust, Priory Country Park Visitor Centre, Barkers Lane, Bedford MK41 9DJ

### Who we are:

The Biodiversity Recording and Monitoring Centre is the first port of call for biodiversity information within Bedfordshire and Luton. We gather verified species records; map and record habitat data from across the county; and maintain definitive information about sites recognized for their natural value.

Our office is hosted by The Wildlife Trust for Bedfordshire, Cambridgeshire & Northamptonshire  
Registered Charity Number: 1000412

Registered Office: The Manor House, Broad Street, Great Cambourne, Cambridgeshire. CB23 6DH

Our host, the Wildlife Trust, is registered with the Information Commissioner's Office and appears on the Data Protection Register under the registration of The Wildlife Trust for Bedfordshire, Cambridgeshire and Northamptonshire Ltd. The current entry expires on 20<sup>th</sup> January 2019. The registration number is Z8357818.

### Information we may collect about you:

If you provide us with biological field records or volunteer for us, we collect your personal data so that we can keep in touch with you about, for example:

- maintaining biological field records
- projects and volunteer opportunities we think may be of interest to you

As defined by the Information Commissioner's Office (ICO), the lawful basis for processing your data for these purposes is 'contractual' (where administering your volunteer record), 'consent' (when sending updates on our work and volunteer opportunities) and 'legitimate interest' (maintaining biological field records).

If you request data from us we collect your personal data to:

- send you the data you have requested
- where appropriate, an invoice for payment
- to maintain our financial records

The ICO define the lawful basis for processing your data for these purposes as 'contractual' and 'legal obligation'.

### **Use of the BRMC website:**

The BRMC is committed to respecting the privacy of all visitors to its website. We have structured our website so that you can visit without identifying yourself or disclosing any personal information. IP addresses visiting our website are recorded. We only use cookies to maintain a login session for the password protected sections of our website, it does not store any personal information. If you choose to provide us with any information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy policy.

Photos and their associated metadata submitted to the Bedscape website will be used in accordance with the terms and conditions [here](#).

### **Links to external sites:**

Please note that our website contains links to enable you to visit other websites of interest easily. The BRMC are not responsible for the privacy practices or the content of any other websites linked to our website. If you have followed a link from this website to another website you may be supplying information to a third party.

### **Personal information that you may provide to us:**

We may hold basic information about you, including your name, postal address, telephone number, email address.

This data will be collected from you directly. This may be in person, over the telephone, in writing or through an email.

You can unsubscribe from email communications at any time by updating your contact preferences by contacting us directly.

### **Personal information created through your engagement with BRMC:**

Your involvement in collecting biological field records creates data which may be classed as personal information (as an observation can identify where you were on a particular date).

### **Personal information received from third parties:**

From time to time the BRMC receives biological field records from partner organisations and such activities might lead to the transfer to us of personal data.

We may receive personal data from our host organisation so that we can respond to enquiries regarding biological field records or species identification.

### **What we may do with the information we collect:**

The biological data we collect will be stored within BRMC databases and Geographical Information Systems and will be made available for the following purposes:

- To Ecological Consultants in advance of development to allow the needs of wildlife to be taken into consideration
- To local Planning Authorities and Government bodies
- For those managing Nature Reserves
- To County Recorders and recording schemes

- For educational purposes
- For scientific research

The data may also be supplied to the National Biodiversity Network (NBN) for use in the NBN Atlas (<https://nbnatlas.org/about-nbn-atlas/>). Data supplied for any of the above purposes would not include name, address, phone number and email addresses.

The BRMC will never sell your personal data, and will only ever share it with other individuals or organisations where necessary and where guarantees as to its privacy and security have been provided.

When you interact with the BRMC and have not advised us to the contrary, you are agreeing that we may use your personal information for the purposes set out in this statement. The BRMC will only process your personal data where it has a lawful basis for doing so (as specified under Article 6 of the [EU General Data Protection Regulation - GDPR](#)). In most cases, the lawful basis is that processing such data is necessary for the legitimate interests of the BRMC.

If you feel your personal rights override our legitimate interests, you will have the opportunity to ask us not to use your information in such a way.

To enable effective functioning of our organisation we process personal data for the following purposes:

- maintaining historical records of reserve management
- verifying and maintaining biological field records
- safeguarding, health and safety, security
- to maintain our financial records and project grant terms
- responding to complaints

The ICO define the lawful basis for processing personal data for these purposes as 'legitimate interest'.

#### **How we store your information:**

All of the personal data we process is processed by our staff in the UK. However, for the purposes of IT hosting and maintenance your information may be situated outside of the European Economic Area (EEA). This will be done in accordance with guidance issued by the Information Commissioner's Office.

Electronic data and databases are stored on secure computer systems and we control who has access to information (using both physical and electronic means). Our staff receive data protection training and we have a set of detailed data protection procedures which personnel are required to follow when handling personal data.

We will only use and store information for as long as it required for the purposes it was collected for. We continually review what information we hold, and delete what is no longer required. For further information, please see our Data Retention Policy.

Some of our host organisation premises have CCTV and you may be recorded when you visit them. CCTV is there to help provide security and to protect both you and Wildlife Trust Beds, Cambs and

Northants. CCTV will only be viewed when necessary (e.g. to detect or prevent crime) and footage is only stored temporarily. Unless it is flagged for review CCTV will be recorded over. Wildlife Trust Beds, Cambs and Northants complies with the Information Commissioner's Office CCTV Code of Practice, and we put up notices, so you know when CCTV is in use.

### **Your rights:**

We respect your right to control your data. Your rights include:

a) The right to be informed

This privacy notice outlines how we capture, store and use your data. If you have any questions about any elements of this policy, please contact us.

b) The right of access

If you wish to obtain a record of the personal data we hold about you, through a [Subject Access Request](#), we will respond within one month.

c) The right to rectification

If we have captured information about you that is inaccurate or incomplete, we will update it.

d) The right to erase

You can ask us to remove or randomise your personal details from our records.

e) The right to restrict processing

You can ask us to stop using your personal data.

f) The right to data portability

You can ask to obtain your personal data from us for your own purposes.

g) The right to object

You can ask to be excluded from marketing activity.

h) Rights in relation to automated decision making and profiling

We respect your right not to be subject to a decision that is based on automated processing.

For more information on your individual rights, please see the [Information Commissioner's Office](#)

### **Making a complaint:**

The BRMC want to exceed your expectation in everything we do. However, we know that there may be times when we do not meet our own high standards. When this happens, we want to hear about it, in order to deal with the situation as quickly as possible and put measures in place to stop it happening again.

We take complaints very seriously and we treat them as an opportunity to develop our approach. This is why we are always very grateful to hear from people who are willing to take the time to help us improve.

Our policy can be found [here](#).

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone in our organisation knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To learn from complaints and feedback to help us to improve what we do.

### **Confidentiality**

All complaint information will be handled sensitively, in line with relevant data protection requirements.

### **Responsibility**

Overall responsibility for this policy and its implementation lies with the Centre Manager BRMC.

There are a number of ways you can choose to get in touch with us with comments:

- You can call us on 01234 355435 and one of our staff will take the details of your query. Our phone lines are open Monday to Thursday from 8.30am to 4.00pm. Outside of these hours you can leave a message and we will return your call.
- You can email us at [brmc@bedsbionet.org.uk](mailto:brmc@bedsbionet.org.uk)
- You can write to us at: BRMC c/o The Wildlife Trust, Priory Country Park Visitor Centre, Barkers Lane, Bedford MK41 9DJ

We will respond to your comment via the same method you contacted us unless you request otherwise, although we have found that the best way to resolve a problem quickly is by telephone. Further information regarding our complaints policy (Policy 29) can be found on our website [here](#) .

### **Information Commissioner's Office**

For further assistance with complaints regarding your data, please contact the Information Commissioner's Office, whose remit covers the UK.

### **Information Commissioner's Office**

Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

Telephone: 0303 123 1113

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)