

## **Bentley Green Community Group**

Broadhatch House

Bentley

GU10 5JJ



# Privacy Policy

**Last updated:** 4th September 2026

Bentley Green Community Group respects your privacy and is committed to handling personal information responsibly, securely and transparently.

This policy explains what information we collect, why we collect it and how we use it. It applies to information collected through the Bentley Green website and through our wider community activities, including surveys, project pledges, mailing lists, volunteer records, events and direct correspondence.

## Who we are

Bentley Green Community Group is a community-led group supporting the development and care of Bentley Green.

For data-protection purposes, Bentley Green Community Group is the controller of the personal information described in this policy. This means we decide why and how that information is used.

If you have a question about this policy or how we use your information, please contact:

Email: [hello@bentleygreen.uk](mailto:hello@bentleygreen.uk)

Postal address: Broadhatch House, Bentley, GU10 5JJ

## Information we may collect

Depending on how you interact with us, we may collect:

- your name;
- your email address and, where provided, your telephone number;
- your communication preferences;
- information you provide when joining our mailing list;
- survey answers and consultation feedback;



- information submitted when making a project pledge, such as pledging to grow wildflowers;
- information about your volunteering interests, skills and availability;
- records of events, working parties or activities you attend;
- correspondence sent to or received from you;
- photographs or recordings, where appropriate permission has been obtained;
- technical information collected when you use our website, such as your IP address, browser type, device type and pages visited; and
- records showing when and how you agreed to receive communications.

Please avoid providing sensitive personal information unless we have specifically asked for it and explained why it is required.

## How we collect your information

We may collect personal information when you:

- complete a form on our website;
- subscribe to our mailing list;
- complete a survey or consultation;
- pledge to take part in a project or activity;
- register for an event or working party;
- volunteer or express an interest in volunteering;
- contact us by email or another communication channel;
- provide information on a paper form; or
- give us permission to take or use a photograph.

Our website and email services may also collect limited technical information automatically.

## How we use your information

### Mailing-list communications

If you subscribe to our mailing list, we will use your name, email address and communication preferences to send you news, project updates, event information, volunteering opportunities and other relevant Bentley Green communications.



We normally rely on your consent to send these emails. You can withdraw your consent at any time by using the unsubscribe link in an email or contacting us directly.

Unsubscribing from the general mailing list will not necessarily prevent us from sending an essential administrative message about an activity for which you have registered.

## Surveys and consultations

We may use survey responses to understand community views, inform plans, assess support for proposed activities and report findings to residents, funders, professional advisers or relevant public bodies.

Our lawful basis will usually be our legitimate interests in consulting the community and developing Bentley Green responsibly. Where a survey asks separately whether you would like to receive future promotional communications, we will rely on your consent for those communications.

We will publish survey findings in an aggregated or anonymised form wherever possible. We will not normally identify an individual respondent without their permission.

## Project pledges and participation

If you pledge to take part in a project, such as growing wildflowers for Bentley Green, we may use your details to:

- record and administer your pledge;
- send instructions and practical project information;
- remind you about relevant dates;
- tell you about changes affecting the activity; and
- understand participation in the project.

We rely on our legitimate interests in organising and delivering the activity you have chosen to support.

Joining a project does not automatically mean that you have subscribed to our general mailing list. We will obtain separate consent before adding you to regular promotional communications where this is required.



## Volunteers and working parties

If you volunteer, we may use your information to:

- maintain a list of volunteers;
- understand your interests, skills and availability;
- contact you about relevant working parties or activities;
- organise tasks, attendance and equipment;
- provide instructions and safety information;
- maintain appropriate health, safety and incident records; and
- keep a record of volunteer participation for project reporting.

We normally rely on our legitimate interests in organising volunteers and delivering community activities safely and effectively.

Where information must be retained to comply with a legal obligation or manage a health and safety matter, we may rely on legal obligation as our lawful basis.

## Events and activities

If you register for an event or activity, we may use your information to administer your booking, provide practical information, manage attendance and communicate any changes.

We normally rely on our legitimate interests in organising the event or activity. Where payment or another formal agreement is involved, processing may be necessary to fulfil a contract with you.

## Enquiries and correspondence

If you contact us, we will use the information you provide to respond to your enquiry and keep an appropriate record of the correspondence.

We rely on our legitimate interests in communicating with residents, supporters, volunteers and other interested parties.

## Fundraising and administration

We may use relevant personal information to administer donations, maintain financial records, acknowledge support and meet applicable accounting, tax or reporting requirements.



Depending on the circumstances, we will rely on our legitimate interests, the performance of a contract or a legal obligation.

## Mailchimp

We use Mailchimp to manage our mailing list and send email communications. If you subscribe, relevant information such as your name, email address, subscription status and engagement with our emails may be stored and processed through Mailchimp.

Mailchimp may record whether an email has been delivered, opened or clicked. We use this information to manage the mailing list and understand whether our communications are useful.

Mailchimp is operated by The Rocket Science Group LLC, part of Intuit. Information processed through Mailchimp may be transferred to or stored in countries outside the UK. Mailchimp describes the safeguards it uses for international transfers in its terms and data-processing documentation.

You can read the [Intuit Global Privacy Statement](#) and [Mailchimp's information about European data transfers](#).

## Eventbrite

We use Eventbrite to publish some of our events, manage registrations and communicate practical information to attendees.

When you register for one of our events through Eventbrite, we may receive information including:

- your name and contact details;
- the event and ticket type selected;
- accessibility or other information you choose to provide;
- your booking and attendance status; and
- responses to questions included in the registration form.

We use this information to administer the event, manage attendance, provide joining instructions, communicate changes and help deliver the activity safely. Our lawful basis will normally be our **legitimate interests** in organising community events or, where payment or another agreement is involved, the performance of a **contract** with you.



Eventbrite processes registration information through its own platform. Where an event requires payment, Eventbrite or its payment providers will process the payment information. Bentley Green Community Group does not normally receive your full payment-card details.

Eventbrite may also process information for its own purposes as explained in the [Eventbrite Privacy Policy](#).

Registering for an event does not automatically subscribe you to the Bentley Green mailing list. Where we invite you to receive general news or promotional emails, this will be presented as a separate choice.

## Google services and document links

We may use Google services, including email, Google Drive, online forms or shared documents, to store information, administer activities and make public project documents available.

When you open a Google Drive folder or document, Google may collect information about your use of its service in accordance with Google's own privacy terms. Bentley Green Community Group does not control information collected independently by Google when you use its website or services.

## Other organisations we may share information with

We do not sell personal information.

Where necessary, we may share limited personal information with:

- Mailchimp and other communications providers;
- Eventbrite and its service providers, where we use its platform to publish events, manage registrations, process payments or communicate with attendees;
- our website hosting, form and technical service providers;
- Google and other document, email or data-storage providers;
- members of the steering group who need the information for their role;
- event organisers, project leaders or authorised volunteers;
- professional advisers or contractors supporting the project;
- Bentley Parish Council, where necessary for the management of the site or an activity;
- grant funders, where reporting is required and the information can be shared lawfully;
- and



- regulators, public authorities, insurers or emergency services where required by law or necessary to protect someone's safety.

We only share information that is reasonably necessary for the relevant purpose. We expect organisations processing information on our behalf to protect it and use it only in accordance with our instructions and applicable data-protection law.

## International transfers

Some service providers, including Mailchimp and Google, may process information outside the UK.

Where personal information is transferred internationally, we will take reasonable steps to ensure that appropriate legal safeguards are in place. These may include an adequacy arrangement, the UK International Data Transfer Agreement or Addendum, or other safeguards recognised under UK data-protection law.

## How long we keep information

We keep personal information only for as long as it is reasonably required for the purpose for which it was collected and to meet any legal, financial, insurance or safeguarding obligations.

As a general guide:

- mailing-list information is retained until you unsubscribe or the list is reviewed and your record is removed;
- records of consent and unsubscribe requests may be retained so that we can demonstrate and respect your choices;
- project-pledge information is retained for the duration of the project and a reasonable period afterwards;
- survey contact information is removed or anonymised once it is no longer needed;
- volunteer information is reviewed periodically and removed when it is no longer needed;
- routine enquiries and correspondence are normally retained for up to [two years] after the matter is concluded; and
- financial, incident, insurance or safeguarding records may be kept for longer where required.

We will establish and periodically review appropriate retention periods for each type of record.



## Keeping your information secure

We take reasonable organisational and technical measures to protect personal information against loss, misuse, unauthorised access, alteration or disclosure.

Access is limited to steering group members, authorised volunteers and service providers who need the information for an agreed purpose.

Although we take reasonable precautions, no website, email service or online storage system can be guaranteed to be completely secure.

## Your data-protection rights

Depending on the circumstances, you may have the right to:

- ask for a copy of the personal information we hold about you;
- ask us to correct inaccurate or incomplete information;
- ask us to delete your information;
- ask us to restrict how your information is used;
- object to certain uses of your information;
- receive certain information in a portable format; and
- withdraw your consent at any time where we rely on consent.

You have an absolute right to object to your personal information being used for direct marketing.

These rights do not apply in every circumstance, and we may sometimes need to retain information for legal or administrative reasons. We will explain our decision if we cannot fulfil a request.

To exercise a right, contact us at [hello@bentleygreen.uk](mailto:hello@bentleygreen.uk)

We may need to ask for information to confirm your identity. We normally respond within one month.

## Complaints

Please contact us first if you have a concern about how we have used your personal information. We will do our best to investigate and resolve it.



You also have the right to complain to the Information Commissioner's Office:

Website: [ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint)

Telephone: 0303 123 1113

## Children's information

Some Bentley Green projects and activities may involve children and young people. We will limit the personal information collected and use a parent, guardian, school or responsible organisation as the main contact where appropriate.

We will not knowingly add a child to our general mailing list without appropriate consent.

## Photographs

We may take photographs at Bentley Green activities and events to document the project and communicate its progress.

Where a person is identifiable and permission is required, we will explain how the image may be used and seek appropriate consent. Separate arrangements will apply to photographs focused on children or young people.

You can speak to an organiser if you do not wish to be photographed.

## Cookies and website analytics

Our website may use cookies or similar technologies needed for the site to function. It may also use analytics or embedded third-party content.

Where the law requires consent for non-essential cookies, they will not be used until you have made a choice through the website's cookie controls.

## Links to other websites

Our website contains links to external websites, including Google Drive and the websites of project partners or supporting organisations.



We are not responsible for the privacy practices or content of external websites. You should review their privacy information before providing personal information.

## Changes to this policy

We may update this policy when our activities, services or legal responsibilities change. The latest version will be published on this website with its revision date.

If a change significantly affects how we use information already collected, we will take reasonable steps to notify the people concerned.