

# Privacy and Cookie Policy

Trewern Outdoor Education Centre is owned and managed by the London Borough of Barking and Dagenham, and complies with the following policies:

- General Data Protection Regulation Policy (GDPR)
- Information Sharing Policy
- Records Management Policy
- Security Incident and Data Breach Policy
- Subject Access Request Policy

An overview of those policies can be found at: <https://www.lbbd.gov.uk/general-privacy-notice>, and further details can be provided on request.

Trewern Outdoor Education Centre (see [About](#) for who we are) will be a “controller” of the personal information that you provide to us via our contact form, medical consent forms and/or booking forms.

We request personal data for course leaders and course participants defined as follows:

**Course Leader** – this is the principal contact for the residential course, activity booking or [accommodation](#) booking. Through the course leader the particulars of the course will be confirmed, and any needed communication pre or post course will be directed through them.

For open courses, when bookings are taken from individuals, the role of course leader will be assumed by each individual that books on. Should the individual be under 18 the role of course leader will be adopted by their parent or guardian.

**Participant** – these are members of the group that are either staying at Trewern Outdoor Education Centre with catered accommodation or participating in activities with Trewern Outdoor Education Centre.

## For Course Leaders:

### What we need:

If you are the course leader or principal contact for the accommodation or activity booking, we will ask you for the following personal information:

- First name
- Last name
- Email address
- Landline and mobile phone number
- Postal address for school, groups communal meeting place or personal address if the other locations don't apply
- Details for the department or person responsible for paying invoices
- Details on the course or accommodation booking, dates, number of participants, age ranges

### Why we need your data – contract basis

The reason for this is to fulfil the contract we will have yourselves. We need to easily contact you before the booking to arrange the course and post course for any evaluations or to deal with any outstanding issues.

We may also contact you in the future about upcoming opportunities at the centre. This will only be done on a personal basis and not via mass marketing.

If you do not provide us with all of the personal information that we need to collect this may affect our ability to prepare your booking and not allow us to confirm your upcoming course. As a result, we may have to cancel your booking.

## Protecting your Data

We will not share your data with any other bodies. It will only be accessed by designated personnel within Trewern Outdoor Education Centre.

The data will be stored within our cloud system that is encrypted and compliant to GDPR regulations. Only those with the correct security details will be able to access the data.

## How long we keep the Data

We will store the data for 7 years after your last booking with [Trewern Outdoor Education Centre](#). After this time period we will permanently delete any records we have for you.

## For Participants:

### What we need:

If you are participating in an activity, or we are providing food for you, then we will ask you for the following personal information:

- First name
- Last name
- Group name if applicable
- Medical details, allergies, medicines taken
- Dietary requirements (if being catered for)
- Ability to swim (for any water activity)
- Next of kin name address and contact number
- Photo consent
- Consent to adventurous activities

## Why we need your data – legitimate reasons

The reason for asking for this data is to ensure the safety and wellbeing of all participants while they are at Trewern Outdoor Education Centre.

If you do not provide us with all of the personal information that we need to collect then your safety will be compromised and as a result you won't be able to participate in any activities or be provided with food while at Trewern Outdoor Education Centre.

## Protecting your Data

We will only share your data with medical/rescue professionals in the event of an incident. We will not share your data with any other bodies. It will only be accessed by designated personnel from Trewern Outdoor Education Centre.

The information will be securely stored at the centre during the course. After the course, all the forms are shredded, except where a form has been attached to an accident form or incident form about the person named on the form.

## How long we keep the Data

We will store the data for 7 years for adults, or until the age of 25 for young people after attending a course with Trewern Outdoor Education Centre. If there has been a notable incident, then this data will be retained until the case is closed. After this time period we will permanently delete any records we have for you.

## Your Rights for both Course Leaders & Participants

You can exercise any of the following rights by writing to us at [trewern@lbbd.gov.uk](mailto:trewern@lbbd.gov.uk)

Your rights in relation to your personal information are:

- you have a right to request access to the personal information that we hold about you by making a “subject access request”;
- if you believe that any of your personal information is inaccurate or incomplete, you have a right to request that we correct or complete your personal information;
- you have a right to request that we restrict the processing of your personal information for specific purposes; and
- if you wish us to delete your personal information, you may request that we do so.

Further details, including specific details about data collected and how we use it is available on the following document: [link to Trewern GDPR Policy.pdf](#)

Any requests received by Trewern Outdoor Education Centre will be considered under applicable data protection legislation and we will need to check your identity before taking any action. If you remain dissatisfied, you have a right to raise a complaint with the Information Commissioner’s Office at [www.ico.org.uk](http://www.ico.org.uk)

## Cookie Policy

This site uses cookies – small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at [the About Cookies website](#) which offers guidance for all modern browsers.