

## **How we use and store your information**

By giving your contact details to us, you enable NFLAS to provide you with information and services that may be of interest to you. When you supply any personal information to us we have legal obligations towards you in the way we deal with it. We must collect the information fairly – that is, we must explain how we will use it, and we must tell you if we want to pass the information on to anyone else. As long as we hold your information we will treat it in accordance with this privacy statement.

NFLAS holds individuals' contact information in order to help us to facilitate high standards of land management throughout the New Forest through the provision of advice and training, and to deliver conservation projects (some of which are funded through the Heritage Lottery Fund). We use your contact information in order to keep you informed about and/or invite you to participate in events and services run by NFLAS that may be of interest to you. For example, we will contact you to let you know about any courses or events we have coming up, and to send you advice and information relevant to you such as new grants and regulations.

Any information you provide will only be used for the purposes of delivering NFLAS's services, although it will also be available to some staff at the New Forest National Park Authority (NPA). This is because the NPA provide some support and services to NFLAS to enable it to carry out its work. Your information will never be supplied to anyone outside NFLAS and the NPA without first obtaining your consent, unless we are obliged by law to disclose it, or it would otherwise be fair and we are permitted by law to use it in this way.

We will hold your personal information on our systems while we run the NFLAS service, but we will regularly review the information we hold to check it is still relevant or likely to be relevant. We also ensure that all personal information supplied is held securely.

If you wish, you can ask us to stop holding and using your information. Unless there is a good reason why we need to continue using your information we will immediately delete it from our database. You can ask us to amend or delete your information by contacting Tracé Williams by email ([enquiries@nflandadvice.org.uk](mailto:enquiries@nflandadvice.org.uk)), by post to Tracé Williams care of the NPA (Lymington Town Hall, Avenue Road, Lymington, SO41 9ZG), or by phone (01590 646698). If you wish, you can ask us to stop processing your information simply by emailing Tracé with the word 'STOP' in the subject line of your email.

## **Access to your personal information and further guidance**

You have the right to request a copy of the personal information that NFLAS and the NPA hold about you. Please address requests to Mrs Jo Murphy at the NPA address above, by phone on 01590 646653, or send an email to [jo.murphy@newforestnpa.gov.uk](mailto:jo.murphy@newforestnpa.gov.uk). Mrs Murphy will also be able to give you further guidance on how we handle your information and your information rights. You can also find more information at <http://www.newforestnpa.gov.uk/privacyandcookies>.

## **The technical bit, and how to raise concerns**

You might have heard of the EU General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018. From May 2018 these laws govern how we hold your information. You can find out more about the legal basis NFLAS relies on to process your information (Article 6(1) of the GDPR (Legitimate interests)) from Mrs Murphy. Other relevant laws include the Freedom of Information Act 2000, the Environmental Information Regulations 2004 and the Privacy and Electronic Communications Regulations (EC Directive) 2003 (which implements EU rules on e-marketing and which are likely to be updated later in 2018).

The way that organisations comply with these laws is overseen in the UK by the Information Commissioner's Office (ICO). If you have any concerns about the NPA's handling of your information you can contact the ICO at: First Contact Team, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF. You can also find further guidance on their website here: [www.ico.org.uk](http://www.ico.org.uk).