



Norwood Forum Privacy Policy

Who we are

The Norwood Forum is volunteer run community organisation serving the communities of Knights Hill, West Dulwich and Gipsy Hill wards and St Martin's ward focussed on the area around Tulse Hill Station – known collectively as 'Norwood'.

This Privacy Policy covers the work of Norwood Forum. The officers, committee, staff, and anyone working under the direction of Norwood Forum are obliged to comply with the terms of this document.

We respect your personal contact data

- We will store it securely
- We will never share it with anyone else
- We will delete it when you ask us to
- We will not contact you if you ask us not to.

1. Transparency: You will always know what we are doing with your information (first name, second name, email address and postcode). Personal data is collected solely for the following purposes:

- To send newsletters and updates of interest about the Norwood area and the activities of Norwood Forum
- To contact people about becoming involved in, or supporting, the activities of Norwood Forum
- Postcode details are sought in order to analyse anonymously the distribution of Norwood Forum members. This helps us ensure we are reaching out to the community across the community that we serve
- Information is never shared with third parties
- If people wish to have their data deleted then they can do so by request via email to info@norwoodforum.org and it will be removed promptly (usually within a week)

- When the data is no longer required for the above purposes (e.g. if Norwood Forum ceased to operate) it will be deleted from all databases.

2. Handling of data: Data is only stored online using the following platforms: MailChimp, Facebook, Twitter and the Google suite (and possibly in the future other providers such as Survey Monkey). Only the Norwood Forum administrator and Committee Officers have access to this data. We do not share personalised data lists with anyone, including other Norwood Forum committee members, unless there is a clear reason to do so and assurances about how that data will be used and then deleted.

3. Security: We ensure passwords for servers and devices with access to personalised data lists are strong and regularly changed.

4. Website: By visiting our website you are accepting the practices described in this policy.

5. Research: When Norwood Forum is working on a new project, looking for contacts, seeking advice, and generally carrying out the work of the organisation, we will be using all the research tools at our disposal which may involve compiling details of new contacts previously unknown to us. Norwood Forum undertakes to do this in a professional manner and to treat that data with the same security and care as we do with all data that we hold. We consider these contacts to be of 'Legitimate Interest'.

What personal information do we collect about you?

We gather two types of information from you:

Information you actively give us, which includes contact details for the purpose of receiving updates from us and any messages you send us. We use this information to deal with your request and never share this information outside of our organisation.

Information your web browser gives us, such as your computer's IP address, your city and your screen size. We also monitor your use of the website by seeing which pages you visit and how long you spend on them. We send this information to Google's "Google Analytics" service so that we can measure how effectively our website is at giving you the information you're after.

How we use cookies

"Cookies" are small files which your web browser transfers to your computer when you visit a site. They are widely used in order to make websites work, or to work more efficiently, as well as providing information to the owners of the site.

Like many websites, we use cookies to help us monitor your use of the website. These cookies are used by Google Analytics so that we know when you've visited one page and then another. We also use cookies if you login to our website with a username and password we've given you.

What cookies do we use?

Each cookie has a unique name which you can use to identify where it came from.

Some features of our site use Javascript. We set a has_js cookie if you have javascript enabled, so we can give you the best possible experience

Google Analytics uses cookies with the following names to monitor visitors to our website, so that we can improve the experience for all users: _utma, _utmb, _utmc, _utmz. Read more about the Google Analytics privacy policy

How we protect your privacy

- We do not engage in any marketing or advertising practices using cookies which identify you or your computer
- We never share personally identifiable information with those outside of our business
- We share anonymous website usage information with Google Analytics as listed above.

Disclosure of your information

We may disclose information in special cases when we have reason to believe that disclosing this information is:

- Reasonably necessary to comply with the law
- Necessary to protect our rights and those of our users.

How you can manage your privacy

Although using cookies helps us to improve our site, you do not need to accept our cookies in order to access our website. The majority of web browsers allow some control of cookies. Find out how to change cookie settings in your browser.

Norwood Forum and GDPR relating to Photographs, Video, Filming or Live-streaming

Personal Use

For example:

- A parent takes a photograph of their child and some friends taking part in a Norwood Forum activity to be put in the family photo album. These images are for personal use and Norwood Forum considers that GDPR does not apply
- Grandparents are invited to the activity and wish to video it. These images are for personal use and Norwood Forum considers that GDPR does not apply.

Official Use

For example:

- A group of people are photographed/videoed/recorded during a workshop and the images will be used by Norwood Forum. Norwood Forum undertakes to make it clear

in advance that this will happen and the context in which the photo/video/recording will be used. If this procedure is followed, this will be personal data, but will not breach GDPR.

Media Use

Norwood Forum has agreed that photographs/videos/recordings may be taken by a newspaper or similar third party during a Norwood Forum activity. Norwood Forum undertakes to make it clear in advance that this will happen. If this procedure is followed, this will not breach GDPR.

Social Media

If an audience member takes a family snap at a Norwood Forum activity and then posts it on a public social media platform, Norwood Forum considers that this is about people using their phones and social media (the use of which is governed by the social media platforms terms and conditions), not about businesses collecting and processing data about individuals, so this will not breach GDPR.

Sensitivity

None of the above precludes Norwood Forum from deciding not to allow photographs or other forms of digital recording for a particular reason for one or several events.

Further advice

Refer to the Information Commissioner's Office: ico.org.uk.

Adopted by Norwood Forum Committee (17.05.18)

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Reviewed and approved (12.08.24)