

Privacy and Data Protection Policy

Privacy of personal information is important to us, if you have any questions relating to this policy please contact us at Church Farm, Ardeley, Stevenage, Hertfordshire, SG2 7AH or Aldenham Country Park, Aldenham Road, Elstree, Hertfordshire, WD6 3AT. This content of this policy may change, we will endeavour to inform affected parties of changes.

What is personal information?

When we refer to 'personal information', we are talking about information about you.

All data is treated as confidential and stored in a secure manner, and only authorised persons can access it.

When you join Church Farm or Aldenham Country Park, whether that be as a staff member, volunteer, Co-Farmer, student or supporter, we will ask you for some details about yourself. This data may include some of the following:

- Personal information e.g.: Name, address, and date of birth
- Emergency contact details, this is who we contact if there is an emergency
- Financial information
- Information relating to any medical conditions or medical diagnosis
- Information relating to disabilities to enable us to be able to support you in the best possible way
- Risk assessments
- Any criminal convictions, spent or unspent

We will only ask for information we need.

This data will have been obtained by the following means:

- Recruitment process
- Application forms
- Correspondence with 3rd party professionals

During your time with Church Farm and Aldenham Country Park we will gather further data, this will be in many forms such as:

- Media data including photographs, videos, or voice recordings
- Work product such as coursework or assessments
- Reports such as reviews, incident reports and accident reports
- Supervision and appraisal notes



RURAL CARE

Where care for land and people meet

Enabling people with learning disabilities to work on a farm, learn new skills and make friends
Church Farm, Ardeley 0750789025 Aldenham Country Park 07788251721 ruralcareinfo@churchfarmardeley.co.uk
Rural Care is part of Church Farm Ardeley Community Interest Company
www.ruralcare.wordpress.com

- Grievances and disciplinary processes/ hearings
- Feedback and complaints

How do we use the information?

We use your personal information and data to communicate with you, and to create risk assessments, plans and procedures to support you in the best way possible while you are at work, volunteering or a Co-Farmer or student in Rural Care.

How do we protect your personal information and data?

We make sure that all our staff receive regular training to make sure they know how to look after your information and keep it safe.

All printed information is locked away safely, and any digital data is stored on a secure network drive.

We do not sell any of your information and we would not share your information with anyone unless it was a hospital, the police or another professional and we felt it absolutely necessary to do so.

More about the information and data we store

Media data

During the time you are employed by or volunteering at Church Farm or Aldenham Country Park, or a Co-Farmer or student in Rural Care, we may take photographs, videos, or voice recordings of you. We will ask permission from either yourself or your parents or carer when you first join Church Farm or Aldenham Country Park. This media information will be gained for several reasons:

- To demonstrate progression/ as a record of achievement/ communication tool
- For the purpose of marketing in relation to printed literature/ website or graphics
- For the purpose of raising awareness/ marketing purposes

Once permission is given to take or use your image or voice, we will not review this unless prompted by you. If you revoke permission, we will endeavour to remove your images from file, however printed literature created during the time the permission was authorised will still exist. Once permission to use media is granted, it becomes the property of Church Farm and Aldenham Country Park.

How is media obtained?

Staff and volunteers are not permitted to use their smart phone devices to obtain media. Work phones or cameras are supplied by Church Farm and Aldenham Country Park.



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Supervision and appraisal data

All employees are subject to monitoring in the form of regular supervisions and annual appraisals. This information is used to monitor staff progression, improve the service we provide and track professional development.

Volunteer feedback

All volunteers are assigned a named contact person who will provide regular support. Support sessions will provide the opportunity for ongoing dialogue about the development of the volunteering role and any advice and guidance as needed. Feedback is collected annually through a volunteer feedback survey. This information is used to monitor the progression of volunteers and improve the volunteer experiences we provide.

Rural Care reports and information gathered

Rural Care are obligated by the local authority to document many of the day to day operations of the service they provide. Examples of reports or information they gather include:

- Accident and incident forms
- Information relating to progress, such as review reports
- Documented conversations with parents/ carers/ Co-Farmers/ students/ education organisations/ professionals
- Behaviour monitoring documents
- Instances of safeguarding concerns
- Student coursework and assessment evidence

This information is used to improve the service they provide to Co-Farmers and students, to ensure the safety of everyone at Church Farm and Aldenham Country Park and to meet the requirements of the local authority. In some instances, this information may be shared with professionals and parents or carers.

Grievances and disciplinary data

In instances where we need to gather information in relation to grievances, investigations of misconduct and disciplinaries, data will be confidential and third parties will only be involved in situations where we need to obtain information relating to investigations. In some instances, we may need to share information for the purpose of gaining advice from a human resources advisor or solicitors.

Feedback and complaints

To continually improve the service we provide, we initiate feedback from all involved at Church Farm and Aldenham Country Park.



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We issue a feedback form to:

- Co-Farmers
- Parents and Carers
- Volunteers
- Staff
- Schools, colleges, and groups

This data is compiled and used to improve and develop the service we provide and the environment in which we operate. Complaints are investigated and relevant data relating to the investigation may be shared with the complainant.

How long we keep your data

Media data will be kept until the termination of the service agreement, contract, or volunteer agreement. Where permission for the use of media for marketing or social media purposes has been granted, some images will be retained. Media that is part of existing printed material or out in the social media domain will remain our property.

CV information will be kept for 12 months from the date of application. Most other data will be kept for 3 years post the termination of service agreements. Grievances, misconduct investigations, disciplinarys and safeguarding data will be kept for a minimum of 5 years, and student information registered with NOCN will be kept for 7 years.

How to Change your information with us

You can change any information we hold at any time unless we are legally obliged to hold it.

If you are a staff member or volunteer and you need to change any of your personal information, please speak directly to your Department Head or contact them via email or phone.

If you are a Co-Farmer, parent or carer and you need to change any of your information, please email Rural Care or phone them.

Rural Care email: ruralcareinfo@churchfarmardeley.co.uk

Rural Care at Church Farm phone number: 07507 890 245

Rural Care at Aldenham Country Park phone number: 07788 251 721



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Revision History		
Date	Details	Author
Jan 2019	New Policy	Rozelle Bettesworth
Sept 2019	The use of personal phones to take photos no longer permitted.	Ann De Bock
April 2020	Policy review	Miranda Chikambi
June 2020	Wording amended to include Church Farm and Aldenham Country Park as well as Rural Care. Contact information for both sites included. Contact information for Rural Care updated.	Annie Farrow
May 2022	Contact address for Aldenham updated to postal address. Reference to students, coursework and assessments added.	Annie Farrow
July 2022	Added length of time data will be held for NOCN students	Annie Farrow
August 2022	Reviewed	Toni Fincham
02/09/2022	Reviewed in preparation for issue to members of our schools program.	Annie Farrow
12/07/2023	Reviewed	Rocío Abuín
01/09/2023	Reviewed, no changes made	Annie Horsman



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