

At Woodsworth Group we may collect the following information about you, depending on the activity you are engaged in:

- Your contact details including name, address, phone numbers and email address.
- other information relating to your booking e.g. group size, tent size and dates of stay.
- Details about medical conditions that may affect you while attending our site or events,
- Contact details for your next of Kin,
- Acknowledgement and agreement to inductions for each group member.
- agreement to the work undertaken for Woodsworth Managing customers.
- Accident forms including details about an incident and any injuries and treatment given,
- Information pertaining to your location while making a payment (e.g. your IP address), or
- Details of your property, such as the address, risk assessments, photographs and TPO information (Woodsworth Managing customers only).
- CCTV Coverage of our site

Why we collect this information.

- To be able to facilitate bookings, including preventing duplication,
- To be able to provide estimates remotely,
- To Invoice customers,
- For our records to comply with local and national laws,
- To monitor site use,
- To be able to complete the necessary details on a TPO / conservation area application with your local council,
- To inform people of upcoming events, availability, or promotions,
- To monitor safety and security of our site, and
- To keep people safe while they attend events with us.
- To provide written reports about your land and trees (managing customers only)

Contact details are collected while making a booking / enquiry and used to facilitate your booking, for example to confirm details or communicate with you if there is a problem. Other details about your booking include group size, dates of your attendance and induction details for all the members of your group.

We may use these details once to ask for your consent to send you marketing information, or you might provide consent while completing our forms.

When consent has been given, we may use email addresses or phone numbers to contact you with marketing information, such as events that are being held. This consent can be removed at any point via the unsubscribe page on our website. We aim to keep this marketing information infrequent so that it remains pertinent to you.

We work with several booking companies and systems, who may collect data from you on the way to making a booking with us. These companies are separate entities, and you would need to refer to the data privacy notice for the system you use to book to see how they use your data.

Induction and booking information will be stored for 7 years for our records, this will be used when required by an audit from an authority or court requiring the information.

Accident forms will also be held for 7 years for audit and court request reasons. These will also be analysed to spot trends and reduce the potential for further accidents.

CCTV will be stored for 2 months, unless an incident is identified, and the footage is required for longer. In this case the footage will be stored until the matter is resolved. It will also be provided to police, insurers, authorities, or courts upon request without further consent from the people in the footage.

Data is stored on established, secure systems that, when using the internet, communicate using encrypted channels. Passwords and usernames to these systems are secure and only used by appropriate staff at the Woodsworth Group.

For camping bookings data is stored and processed by MotoPress, Woodsworth Exploring is the data controller. It is only shared with pitchup.com, Hipcamp and Holiday Fox to provide details that the booking exists and to prevent duplication of bookings.

When health data is required, it is only used by our first aiders or more qualified medical assistance (e.g. ambulance staff) if it is required. Your next of kin's details will be used by the same people to keep your next of kin updated about your condition and location. Unless you have specified otherwise, we only hold this data for the duration of the event or work. This is all necessary for us to provide the appropriate level of care to people we are responsible for keeping safe.

You can check about any health data we hold about you by contacting us to request these details.

We also use payment providers who process data on our behalf, this includes transactional data for your financial transactions with us. These providers are Stripe, Square Up, Starling Bank, Cater Allen Private Bank and Quick File. This data is only shared with our accountant (Harris Beal and Owen) for legal requirements in financial reporting such as tax returns. It is only held to provide financial records or refunds where required.

In cases where we complete an application on your behalf, for example a TPO application for tree work at your property, we will pass the council any data they request in order to complete the application.

Sometimes we hire sub-contractors to bring in the requires skills to provide a service, for example this may include a bushcraft instructor or arborists. These contractors may include volunteers. When we use sub-contractors, we will share with them any pertinent details that they need to facilitate the service. In the case of volunteers, your will still be covered by our privacy policy, for all other sub-contractors, your data would then covered by their policies.

This policy will be updated from time to time, it was last updated on 16/01/2024 to include sub-contractors.

Our Data Protection Officer is Emma Davids and she can be contacted at info@woodwortheexploring.co.uk