



WELLMOOR

Privacy Policy

Moretonhampstead Development Trust is committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure. This includes organisations under the umbrella of Moretonhampstead Development Trust who have websites, including Green Hill and Wellmoor.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Who are we?

Moretonhampstead Development Trust (MDT) was set up in 1995 by the Parish Council and others to regenerate Moretonhampstead and its surrounds, to help us remain a strong and sustainable community.

MDT is a registered charity (no. 1105114) and company limited by guarantee (no. 5133939.) The registered address is Green Hill, Fore Street, Moretonhampstead, Devon TQ13 8LL. Moretonhampstead Development Trust is an umbrella organisation for other organisations, including Green Hill Arts, Dartmoor's leading dedicated Art Gallery and Shop, and Wellmoor, a health and wellbeing organisation.

How do we collect information from you?

We may obtain information about you when you use our website or our partner websites. This could happen if you contact us about services, purchase something online, pay to become a member or register to receive a newsletter.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding what pages are accessed and when. If you purchase a product from us, your card information is not held by us, it is collected by our third-party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

How is your information used?

We may use your information to:

- process orders that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other fundraising activities, promotions of our associated companies goods and services;
- process a grant or job application.

We are reviewing our retention periods for personal information. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?



We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf

We may pass your information to our third-party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process transactions and send you newsletters). However, when we use third-party service providers, we disclose only the personal information that is necessary to deliver the service. We do due diligence to check that these providers have a Privacy Policy in place that will keep your information secure and not to use it for their own direct marketing purposes. We will not release your information to third parties unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

When you are using our secure online donation pages, your donation is processed by a third-party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the vital work we do for older people and our exciting products and services, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email: admin@moretonhampstead.com

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: admin@moretonhampstead.com, or write to us at: Green Hill, Fore Street, Moretonhampstead, Devon TQ13 8LL. Alternatively, you can telephone 01647440775.

You have the right to ask for a copy of the information that Moretonhampstead Development Trust holds about you. We will carry out these requests as promptly as we can and to the best of our ability.

Security precautions in place to protect the loss, misuse or alteration of your information

We are currently reviewing the steps that we have in place to ensure that the personal information you give us is treated as securely as possible.

Any sensitive information (such as credit or debit card details) is encrypted on disk with AES-256. We use Stripe for online transactions which has been audited by a PCI-certified auditor and is certified to PCI Service Provider Level 1. This is the most stringent level of certification available in the payments industry.

When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.



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Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Use of 'cookies'

Like many other websites, the Moretonhampstead Development Trust website and partner websites use cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Review of this Policy

We keep this Policy under regular review. This Policy was last reviewed by an MDT Trustee on 1st Feb 2024.