



**The  
Croft@Crook  
CIC**

**PRIVACY  
POLICY**

# PRIVACY POLICY 2026/2027

**Introduction** The Croft@Crook CIC ("we", "us", or "our") is committed to protecting and respecting your privacy. This policy explains how we collect, use, and look after your personal data when you visit our website or engage with our community projects (including Project Hub, Project Jacky, and Project Jordan) and tells you about your privacy rights and how the law protects you.

We are a Community Interest Company (CIC) dedicated to the regeneration and facilitation of opportunities in Crook.

**Company Details:** The Croft@Crook CIC 16419087

**Registered Address:** 15 Fern Valley, Crook, County Durham, DL15 9PZ

**Email Address:** hello@croftatcrook.com

**Telephone/WhatsApp:** 07356246010

**The Data We Collect About You** Personal data, or personal information, means any information about an individual from which that person can be identified. We may collect, use, store, and transfer different kinds of personal data about you which we have grouped together follows:

**Identity Data:** includes first name, last name, username, or similar identifier.

**Contact Data:** includes email address, telephone number, and delivery address.

**Technical Data:** includes internet protocol (IP) address, browser type and version, and operating system/platform used to access our website.

**Usage Data:** includes information about how you use our website, products, and services.

**4. How We Collect Your Data** We use different methods to collect data from and about you including through:

- **Direct interactions:** You may give us your Identity and Contact Data by filling in forms (such as our "Get In Touch" form) or by corresponding with us by post, phone, email, or otherwise.
- **Automated technologies:** As you interact with our website, we may automatically collect Technical Data about your equipment and browsing actions.

**5. How We Use Your Personal Data** We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- To respond to your inquiries regarding volunteering, project ideas, or general information.
- To manage our relationship with you as a community stakeholder or volunteer.
- To deliver relevant community services (such as Digital Inclusion support via Project

Hub).

- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

**6. Disclosures of Your Personal Data** We do not sell your personal data. We may share your personal data with trusted third parties strictly for the purposes of delivering our community aims, including:

- Strategic partners such as Durham County Council (DCC), UK Government departments (DCMS), and funding bodies (Arts Council England) solely for reporting and impact assessment purposes (data is usually anonymised for these reports).
- Service providers acting as processors who provide IT and system administration services (e.g., Google Workspace).
- Professional advisers acting as processors or joint controllers including lawyers, bankers, auditors, and insurers.

**7. Data Security** We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorized way. Access to your personal data is limited to those volunteers, agents, and contractors who have a business need to know.

**8. Data Retention** We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

**9. Your Legal Rights** Under certain circumstances, you have rights under UK data protection laws in relation to your personal data, including the right to:

- **Request access** to your personal data.
- **Request correction** of your personal data.
- **Request erasure** of your personal data.
- **Object to processing** of your personal data.
- **Request restriction of processing** your personal data.
- **Request transfer** of your personal data.
- **Right to withdraw consent.**

If you wish to exercise any of the rights set out above, please contact us at [hello@croftatcrook.com](mailto:hello@croftatcrook.com).

