

Canterbury Oast Trust (COT)

Privacy Policy



Purpose

The purpose of this Privacy Notice is to explain clearly and transparently how Canterbury Oast Trust collects, uses, stores and protects personal data. It ensures that personal information is handled lawfully, fairly and securely, in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and guidance issued by the Information Commissioner's Office (ICO).

This policy provides assurance to people we support, supporters, visitors, staff, volunteers, suppliers and partners that their personal data is respected and used appropriately, while enabling the COT to deliver its charitable objectives effectively and safely.

What this privacy notice covers

This notice explains how we use personal data when you visit our websites, visit the COT's Rare Breeds Centre, use our services or programmes, donate to or fundraise for us, act as a supplier or partner, or communicate with us.

Relation to COT Vision, Mission, and Values

This Privacy Notice reflects Canterbury Oast Trust's Vision, Mission and Values by ensuring that personal data is handled with integrity, respect and accountability across all areas of our work.

Vision

By protecting personal data and respecting individual privacy, this policy supports COT's vision of being a trusted, values-led organisation.

Mission

This policy supports COT's mission by enabling lawful, transparent and responsible use of personal data in the delivery of high-quality support services, learning programmes and visitor experiences.

Be Courageous

We are open and accountable about how personal data is used and take responsibility for meeting our data protection obligations.

Seek Opportunities

We use data responsibly to improve services, strengthen relationships and identify opportunities while maintaining high standards of privacy.

Work Together

We recognise that protecting personal data is a shared responsibility and promote collaboration to ensure information is handled respectfully and consistently.

Policy Statement

Who we are

Canterbury Oast Trust (COT) is a charity supporting adults with learning disabilities and operating the South of England Rare Breeds Centre. We are the data controller for the personal data described in this notice.

We operate through the following legal entities:

- Canterbury Oast Trust (Company No. 01897109)
- COT Trading Limited (Company No. 02888014)

Registered office: South of England Rare Breeds Centre,
Highlands Farm,
Woodchurch,
Kent
TN26 3RJ.

How to contact us

We have appointed a Data Privacy Coordinator to oversee data protection matters.

Email: dpc@canterburyoasttrust.org.uk

Post: Data Privacy Coordinator, Canterbury Oast Trust, South of England Rare Breeds Centre, Highlands Farm, Woodchurch, Kent TN26 3RJ.

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Children's personal data

Our websites are not intended for children. Where children visit the Rare Breeds Centre as part of organised groups, limited personal data may be processed for health, safety and safeguarding purposes.

Personal data we collect

We may collect identity, contact, financial, transaction, technical, usage and marketing preference data. We do not routinely collect special category data unless legally required.

How we use your data

We use personal data to deliver our charitable services, manage donations and Gift Aid, operate the Rare Breeds Centre, manage suppliers and staff, comply with legal obligations, and improve our services.

Marketing & Communications

We only send marketing communications where permitted. You can opt out at any time using unsubscribe links or by contacting us.

We rely on consent and our legitimate interests to send you communications about the charity's work and opportunities for you to support us.

Our lawful bases for collecting or using personal information for fundraising and marketing purposes:

Consent - we have permission from you after we gave you all the relevant information. You have the right to withdraw your consent at any time.

Legitimate interests – where permitted under the Data Use and Access Act 2025 (DUAA) and UK GDPR, we may rely on the 'legitimate interests' lawful basis. DUAA, known as the charitable soft opt in, allows us to contact anyone by email, SMS or social messaging, who has shown an interest in supporting us, for example, by donating, attending an event or requesting information on our charitable purpose. Our legitimate interests as a charity, allows us to contact supporters without explicit opt in by post or telephone, with fundraising asks. We do this to further our charitable objectives, provided this does not override your privacy rights, and we will always provide you with a simple, clear way to opt out of these communications.

You may update your communications preferences at any time by contacting us at:

dpc@canterburyoasttrust.org.uk

Data sharing

We may share personal data with trusted service providers, professional advisers, and regulators where required by law. We do not sell personal data.

Data security

We apply appropriate technical and organisational measures to protect personal data and manage data breaches in line with legal requirements.

Data retention

We keep personal data only as long as necessary. Financial records are generally retained for six years. Further details are available on request.

Your rights

You have the right to access, correct, erase, restrict or object to processing of your personal data, and to withdraw consent where applicable.

Changes to this notice

This notice replaces the previous version dated July 2021 and may be updated from time to time.