



## Data Processing Statement (Customers)

The Field Studies Council

We process personal information to enable us to provide a “not for profit” service for the benefit of school groups, other educational establishments, individuals and families in our role as an environmental education charity aiming to bring environmental education to all. In our work we provide educational courses, sell publications, offer membership, and look to develop new initiatives to promote the work and interests of the charity.

This data processing statement is an extract of the full statement produced by FSC and includes data-processing activities specifically related to FSC customers. The full data-processing statement is also available on our website.

### **Who we process information about:**

We process personal information about various groups of people which includes

- members, supporters (customers)
- enquirers
- complainants

### **The types of information that we process in relation to customers:**

We process information relevant to the above reasons/purposes. This may include:

- personal details (including contact details)
- family details (Next of kin/emergency contacts)
- family details (for customers on family courses and Real Family Holidays)
- social circumstances (for awarding grants)
- membership details (FSC members)
- goods and services purchased
- financial details
- medical details
- dietary information (customer and course attendees)
- education details
- personal identifiable images (CCTV footage and via photographic consent)



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### **With whom may this information be shared:**

As a data-controller, we are careful with the personal data that we process and adhere to the General Data Protection Regulations. We won't share personal information with other organisations for marketing, market research or commercial purposes, and we don't pass on personal details to other websites. Sometimes we are required to share personal information we hold with the individual themselves (or at their request) and with other organisations where we have a legal obligation to do so. In addition, it is necessary that we engage with certain organisations to provide operational services on behalf of FSC as third-party data processors. Where this is the case, as data-controller we have third-party data processing agreements in place to ensure GDPR compliance.

Below is a list of the types of organisation we may need to share personal information with from time to time. We only share personal information where necessary:

- customers/members themselves in response to enquiries / subject access requests
- family, associates or representatives of the person whose personal data we are processing
- educators and examining bodies
- financial organisations (e.g. banking and payment processing)
- legal representatives & insurance companies (in cases of litigation/claims)
- providers of goods and services (e.g. to handle payment processing or provide courier services)
- emergency services
- regulatory bodies

### **Transfer of information:**

FSC's personal data that we hold about customers/supporters is stored within the UK & Ireland including data backups. If there is a need to transfer any personal information to outside of the European Economic Area (EEA), then these transfers will be made in full compliance with all aspects of the General Data Protection Regulations.

### **The data processing we perform:**

*FSC's data processing to support FSC's commercial and membership activities*

- Processing payment transactions for courses and merchandise purchased
- Storage of member and customer/supporter details within our Customer Relations Management (CRM) systems to support appropriate communication between FSC and the member/supporter.
- Processing of enquirer details to respond to brochure/information requests
- Processing to enable FSC to claim Gift Aid



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- Processing of course participants and residential visitor data to create lists for rooming/accommodation, and dietary requirement.
- Processing of medical details and emergency contact information for course participants working at offsite fieldwork locations to ensure appropriate health & safety provision in case of emergency.
- Accounts processing to ensure payment before course commencement.
- Processing in relation to dealing with accidents and incidents
- Processing in relation to CCTV to ensure site safety.
- Processing course attendance/completion where courses require external accreditation

### *Data processing for marketing & promotional purposes*

- Where Individual FSC supporters have “consented” to be contacted, their details are stored and used to distribute information relevant to aims of the charity, whether this be news, updates, course offerings, promotions or providing information about the work of the charity and any initiatives/campaigns we are currently running.
- Group and educational establishment contact details are processed lawfully for marketing & promotional purposes based on ‘legitimate interests’ of the charity.
- Data processing relevant to photography conducted for marketing purposes that contain personally identifiable images of individuals.

### *FSC’s other data-processing activities*

- The backup of personal information for security and disaster recovery purposes
- The FSC website makes use of a small number of cookies to improve the user experience when visiting the FSC and Real Family Holiday websites.

If you would like further information you may contact us using the details below:

The Data Protection Officer  
Field Studies Council  
Head Office  
Preston Montford  
Shrewsbury  
SY4 1HW

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