

Privacy policy

1. About this policy

The privacy and security of your personal information is extremely important to Orinoco. This privacy policy explains how and why we use your personal data, so that you can be confident about giving us your information. We'll keep this page updated to show you all the things we do with your personal data.

This policy applies if you're an Orinoco supporter (volunteer, customer, employee), use any of our services, visit our website, email, call or write to us. If you want to stop or change the way we communicate with you, please contact us at trustees@orinoco.org.uk.

2. What personal data do we collect?

Your personal data (any information which identifies you, or which can be identified as relating to you personally for example, name, address, phone number, email address) will be collected and used by us.

We collect personal data in connection with specific activities such as registration for events, membership subscriptions, volunteering and employment. You can give us your personal data by filling in forms or by corresponding with us (by phone, email or by joining as a member/ supporter/ customer/ supplier/ applicant/ employee). This personal data you give us may include name, title, address, date of birth, age, gender, employment status, demographic information, email address, telephone numbers, personal description, photographs, attitudes or opinions.

3. Personal data provided by you

This includes information you give when interacting with us, for example joining or registering, placing an order or communicating with us. For example:

- Personal details (name, date of birth, email, address, telephone) when you join as a member or supporter
- Financial information (payment information such as credit or debit card)
- If you register a child for an event, the child's name, your details, and your relationship to that child will be recorded
- Information about your purchases including but not limited to sales figures and the types of products purchased.

4. Processing your personal data

We hold personal data in order to be able to provide our services and to administer and evaluate our work. The lawful basis for processing your information is therefore for legitimate interests – eg in order to be able to contact you in relation to your query, to support you in your volunteer role, to administer events you have booked.

We will process information about your name, contact details and our contact with you. If we need to process special category data about you (such as health information) we will tell you and explain why we need to process that information.

We will retain your information while we are working with you. We may retain information beyond this time period in order to maintain an audit trail of our activity to inform any reports (for example, for our statutory accounts). Our timescale for document retention may be found in Appendix 1. Unless you are specifically informed, your personal data will not appear in any report.

We keep personal data as computerised records and in hard copy format, in accordance with our retention timescales and Data Protection policy, and take care to store this information securely. We ensure that your details are accurate and kept up to date.

If the service we provide for you involves sharing data with any organisation we will inform you.

Unless you have specifically consented, we will not send you marketing information and newsletters.

We'll only collect the personal data that we need and only hold this information for as long as reasonably necessary to carry out services and administer your relationship with us. If we dispose of your information, it will always be done securely.

5. Disclosure of your information

We may disclose your personal information to third parties if:

- we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or
- in order to enforce or apply any agreements; or
- to protect the rights, property, or safety of Orinoco The Oxfordshire Scrapstore, or others. This includes exchanging information with other organisations for the purposes of Safeguarding or other statutory regulations with which we must comply.

6. Storage of your information

Orinoco operates in the UK and we store most of our data within the European Union (EU). Some of our systems may be provided by US companies and whilst it is our policy that we prefer data hosting and processing to remain on EU-based solutions, it may be that using their products results in data transfer to the USA. However we only allow this when we certain it will be adequately protected (eg US Privacy Shield or Standard EU contractual clauses).

7. Website Cookies and Google Analytics

We ask for your consent to our use of cookies when you first visit our website. Like most others, our website uses cookies to collect information about pages viewed and your journey around the website.

A 'cookie' is a small data file which is placed on your computer, tablet or smart phone as you browse the website. We do not use cookies to collect or record information on your name, address, or other contact details.

You can disable cookies by changing your website browser settings to reject them. How you do this depends on which browser you use. You can find out more about managing cookies on your device at <https://allaboutcookies.org/>.

When someone visits <https://www.orinoco.org.uk/> we can use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. This is so we can find out information including how many visitors there are to the site, which pages are most used, what information visitors are searching for when they find our site, and what other websites are referring visitors to <https://www.orinoco.org.uk/>.

This information is processed in such a way as to ensure that it does not identify any visitors to the site. We do not collect demographic (age, sex, etc) or interest data through Google Analytics, nor do we use it for re-marketing or advertising.

If you do not want us to collect information about your visit to our website using Google Analytics you can opt out of the Analytics service by installing an add-on for your browser. This can be found at <https://tools.google.com/dlpage/gaoptout>.

8. Your rights

The General Data Protection Regulations (GDPR) provides a number of rights for individuals:

1. The right to be informed about the information we process about you
2. The right of access – to see the information we process about you
3. The right to rectification – if you feel that any information we hold is inaccurate you can ask us to correct it
4. The right to erase – (also known as the right to be forgotten) should you decide we should not process information about you
5. The right to restrict processing about you
6. The right to data portability
7. The right to object

Should you wish to exercise these rights please contact us through the following means:

By email to: trustees@orinoco.org.uk,

for the attention of: the Data Controller

A copy of our Data Protection policy is available on request. Please provide your full name and contact details, together with the nature of your request and your relationship with Orinoco (eg volunteer, member, customer). We will respond within a month of your enquiry.

Orinoco is a data controller and is registered with the Information Commissioner's Office (ICO). The ICO is the UK's independent body set up to uphold information rights and to provide a route for people to complain if they are concerned about the processing of their information.

You can complain to the ICO if you are unhappy with how we have used your data. The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

9. Privacy Policy Changes

We'll amend this privacy policy from time to time to ensure it remains up to date and reflects how and why we use your personal data and new legal requirements. Please visit our website to keep up to date with any changes. The current version will always be posted on our website. This privacy policy was last updated in July 2026.

Version Control - Approval and Review

Version No	Approved By	Approval Date	Main Changes	Review Period
1.0	Trustees	16/10/2025	Initial draft approved	Every 3 years
2.0	Trustees (Chair casting vote)	17/7/2026	Retention timescales added	Every 3 years

APPENDIX 1: TIMESCALES FOR DOCUMENT RETENTION

RECORD TYPE	RETAIN FOR
General accounting records	6 years from the end of the last financial year they refer to
HMRC & tax records	6 years from the end of the last financial year they refer to
Recruitment (unsuccessful candidates)	6 months after application
Personnel files	6 years after employment ends
Payroll records	Minimum of 6 years
General HR records	At least 3 years after employee leaves
Exposure to hazardous substances	Up to 40 years
Accident reports	3 years
Serious incident records	3 years
Business agreements & contracts	At least 6 years after termination
Leases	12 years after lease & liabilities have terminated
Employers' liability insurance	40 years
Confidential Safeguarding reports	6 years after date of incident
Volunteer records (including Trustees)	1 year after last shift, or after end of term of office
Membership forms	3 years