

Norfolk & Norwich Horticultural Society

Communication & Privacy Policy

Members receive a copy of our journal, The Norfolk Gardener, on a quarterly basis by post and email. Additional information between issues is sent by email or post.

Our society's policy is to ensure that every member's personal data, as provided by them on joining the society, is held and managed safely and is accurate and up to date. We rely on members to provide us with amendments to the information we already hold about them.

The information we hold for individual members is never shared with any outside agency.

Our correspondence with members involves use of email and posting of newsletters, information updates and reminders about payment of subscriptions. There may be occasions when it is necessary to contact individual members either by letter or e-mail if a special piece of information is required or to ensure the accuracy of personal information. A member can ask us to stop sending them correspondence at any time but we assume that members join our society in order to receive our publications.

Personal information is held by our General Secretary and is an entry on a spreadsheet. It consists of name and address, landline and mobile telephone numbers, email address, date of joining, details of subscriptions payments and Gift Aid Declarations. This information is retained for 12 months after membership has lapsed, in case of query. Information on Gift Aid is retained for seven years in line with Gift Aid legislation.

Mailing information is maintained on a spreadsheet by the General Secretary and is shared with the newsletter editor. It consists of name, address, email and subscription renewal month. This spreadsheet is updated on an ongoing basis. We also use Mail Chimp for some communications, using name, email and subscription renewal month.

The Social Secretary maintains spreadsheets for each bookable event. These contain name, address, landline and telephone numbers, email address, date and amount of payment. Details are retained for six months after an event, in case of query, and then destroyed.