



Data Processing & Privacy Statement

The Field Studies Council

The Field Studies Council (herein to be referred to as the FSC) take our data processing responsibilities and the privacy and personal information supplied by our supporters (customers, members, volunteers) and our employees very seriously.

We process personal information to enable us to provide a “not for profit” service for the benefit of schools, college/universities, businesses, organisations, clubs, societies, individuals, and families, in our role as an environmental education charity. This processing of personal information is necessary to operate as a charity and to offer the products and services that satisfy the requirements and expectations of our supporters. We fully understand that you will want to be assured that the personal information that you provide to us will be handled and used safely, appropriately, and securely. This data processing and privacy statement is part of that assurance and outlines the who, how and why of processing personal data at FSC and aims to reassure the reader that we perform this vital duty both responsibly and with care.

Who we process information about:

We process personal information to varying degrees for the following groups of people:

- supporters (customers, members, volunteers)
- employees (past, prospective, and current)
- trustees
- complainants
- enquirers
- advisers and representatives of other organisations.

The types of information we process across the charity:

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, qualification, and licensing details
- employment details
- personal identifiable images (CCTV footage and via photographic consent)

We also process sensitive classes of information about employees that include:

- physical or mental health details
- racial or ethnic origin



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The data-processing we perform:

As a data-controller, we are very careful with the personal data that we process. We adhere to the principles and requirements of the General Data Protection Regulations (2016) and the Data Protection Act (2018).

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

- Processing payment transactions for courses and merchandise purchased, either face to face, over the telephone, or online via our website and e-commerce systems.
- 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 requests about our charity, its products, and its services
- Processing to enable FSC to claim Gift Aid
- Processing of course participants and residential visitor data to enable provision for rooming, accommodation, and dietary needs.
- Processing of medical details and emergency contact information for course participants working at FSC centres or offsite fieldwork locations to ensure appropriate health & safety provision in case of emergency.
- Order, booking and financial administration for products and services purchased
- 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 and obtaining the relevant consent in relation to photographic images obtained for marketing purposes that contain personally identifiable images.

FSC's data processing in relation to managing employees

- Keeping accurate and up-to-date employee records including performance, sickness and disciplinary information
- Keeping an accurate and up-to-date record of training completed
- Running employee reports for FSC management and directors to enable leadership teams to respond to staff needs and the needs of the charity
- Processing personal staff details in the production of staff payroll and BACS transactions
- Processing of employee data as necessary for income tax, national insurance, and pension purposes
- Processing in relation to additional payments, e.g. staff expenses, settlement agreements etc.
- Processing photo consent for personal photographic images used in the creation of marketing and informational materials.
- Processing employee details in the creation of employee references



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FSC's data processing activities for legal and compliance purposes

- Submitting reports to HMRC
- Submitting reports to Teachers Pension Scheme, the Pensions Trust, NEST, and the Local Government Pension Scheme
- Keeping records of employees who have completed training for compliance purposes e.g. Safeguarding
- Processing driver details for employees driving company/private vehicles on company business
- Processing in relation to dealing with accidents and incidents

FSC's data-processing in relation to the Digital/IT systems that we provide

- Processing of employee details to create user accounts and permissions which enables staff to access and use a range of digital systems including email, customer relations software, HR and accounts systems, and other cloud-based services such as Office365.
- Processing to automate the creation of employee email signatures
- The backup of personal information for security and disaster recovery purposes
- Processing in relation to CCTV to ensure site safety.

FSC's other data-processing activities

- Processing in relation to staff recruitment and monitoring of the recruitment process.
- Processing in relation to providing employee benefits e.g. health plan and life assurance.
- Processing conducted by FSC's publications section in relation to authors, royalties, and copyright consent.
- Processing of payments to suppliers/service providers such as individuals, sole traders and partnerships

How data is shared:

To run our charity, it is necessary that we engage certain suppliers to provide operational services on behalf of FSC. Where this is the case and they process personal data on our behalf, as data-controller, we have obtained agreements or contractual assurances that appropriate data-protection compliance measures are in place with our third-party data-processors. We do not share personal information with other organisations for marketing, market research or commercial purposes, and we do not 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. Below is a list of the types of organisation or individuals we may need to share personal either regularly or from time to time. Please be assured that we only share personal information where this is deemed to be necessary:

- Supporter and employees (past, present, prospective) in response to enquiries / subject access requests
- family, associates, or representatives of the person whose personal data we are processing
- current, past, and prospective employers
- healthcare, social and welfare organisations
- educators and examining bodies
- financial organisations (including banking and pensions)
- legal representatives & insurance companies
- providers of goods and services (for example, to handle payment processing or provide courier services)
- emergency services
- regulatory bodies
- local and central government



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Employment enquiries and the recruitment process:

The information you provide will be used to provide information about employment opportunities and/or process your application for employment. FSC will then use this information to monitor the recruitment process. Paper-based applications will be electronically stored and FSC will keep the information you have supplied confidential and will not divulge it to third parties, except where required to do so by law, or where we have retained the services of a third-party representative to act on your/our behalf. If you are not appointed your information will be held securely for a maximum period of twelve months for monitoring purposes and in case of legal challenge. We will also use the information you supply to contact you during this time about future recruitment opportunities unless you instruct us not to do so. FSC

FSC Websites:

The Field Studies Council is committed to the privacy and security of supporters and visitors to our websites. You can use most of the features of this site without disclosing any personal information. However, use of some features such as registering an online account, e-commerce activity (e.g. booking courses or purchasing FSC publications), or completing one of our enquiry forms, ask you to provide some personal information (e.g. name and address, e-mail address, credit or debit card details). By registering an online account, placing an order, or making an enquiry, you consent to the collection, use and transfer of your information under the terms of this policy. Whenever you provide personal information, we will treat that information in accordance with this policy, current UK Data Protection legislation and Internet best practice.

Security of online payments:

FSC uses a [PCI Level 1 service provider](#) to handle online payments on its behalf, which utilises AES-256 encryption of card numbers. This level of compliance and security is the most stringent level of certification available in the payments industry. By using trusted and class-leading payments services this removes the need for FSC to store debit/credit card numbers on any of its systems.

Links to third party websites:

FSC websites may contain links to other sites external to FSC. We cannot be held responsible for the privacy policies and practices of these websites even if you are accessing them via links from our websites. In such cases, we would advise that you check the policy of each site that you visit in this way. In addition, if you found your way to our website via a third-party website, we cannot be held responsible for the policies of the owners or operators of that third-party site.

Website Cookies:

Our sites make use of a small number of essential cookies to improve the user experience. It is important to stress that these do not tell us anything about you. They allow us to monitor website traffic and to improve the online service/experience for both our supporters and visitors to our webpages.



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Where we store our data:

The information you submit to us via our website, email, telephone, or by paper-based methods is processed in the UK and stored on computer systems/secure data centres based either in the UK or Ireland. FSC or third-party data processors working on behalf of the FSC will not transfer your personal data to locations outside of the EEA (European Economic Area) without GDPR/EU Security Shield level data protection compliance in place.

Transfer of personal data:

FSC's personal data that we hold about supporters and employees 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 (2016) and the Data Protection Act (2018).

Data Security:

We know security of personal data is really important. We have security measures in place to protect (to the best of our ability) against loss, misuse, and unauthorised access. Information security policies are in place and are regularly reviewed; staff that handle personal information have undertaken data protection training, and our systems use technologies to secure data both in transmission and storage.

Staff Confidentiality & Training:

Through its recruitment processes, FSC takes all reasonable steps to ensure the integrity of our employees with access to personal data. FSC does ensure that persons authorised to process personal data have committed themselves to a confidentiality agreement as part of their terms and conditions of employment as stated as a requirement in article 28 (3b) of the General Data Protection Regulations (GDPR). FSC also ensures that our employees who handle/process personal data, receive data protection training and are aware of the General Data Protection Regulations in relation to their job role / position.

Data Retention:

Personal data is processed in different ways for different purposes but is only retained for as long as necessary in the context for which it was originally collected/obtained for processing in line with GDPR / Data Protection legislation.

Your acceptance of our data processing and privacy arrangements:

By using our sites, services, entering into a contract of sale or employment, or engaging in discussions with us about the products and services, volunteering or employment opportunities that we offer, we take this as your acceptance of our data processing & privacy policy. If you do not agree to this, then you are advised not to use our sites, make bookings or purchases, or engage with us in discussions about our products, services, or employment opportunities in a manner where we will need to process your personal information.



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Your rights:

Any personal information submitted via our websites, in person, by telephone, by post, by email, or by other electronic methods is treated in accordance with the General Data Protection Regulations (2016) and the Data Protection Act (2018). To find out more about this legislation visit <https://ico.org.uk/>

You may request a copy of personal data that we hold about you at any time. This is referred to as making a "Subject Access Request". You can find out more about this by visiting <https://ico.org.uk/your-data-matters/your-right-to-get-copies-of-your-data/>

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

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

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