

Velocity

Café and Bicycle Workshop

PRIVACY & COOKIE POLICY

February 2023

VELOCITY PRIVACY & COOKIE POLICY

Our contact details

Name: Velocity Café and Bicycle Workshop

Address: 1 Crown Avenue, Inverness IV2 3NF

Phone Number: 01463 419956

Email: manager@velocitylove.co.uk

CAFÉ, WORKSHOP & PROJECTS

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details).
- For project participants, we might collect and process additional information relating to those projects in the form of interviews, surveys, questionnaires and/or for the purpose of note taking for staff. You will always be asked for consent for this as part of the project participation.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- For project participants: for contact details, for being able to monitor your progress, for referring you on to another project or service with your consent, and for monitoring and evaluation. Please note that some of our projects may have bespoke information sharing agreements in place when working with funders or supporting organisations.
- Staff and volunteers: for contact details and for information related to employment and volunteering governance
- Workshop users for health and safety reasons
- Contacts for project development
- For customers who leave bicycles with us for repair or are awaiting spare parts
- For café customers for table bookings
- For customers of the workshop and café in line with public health recommendations only (e.g. Covid-19)

We use the information that you have given us in order to contact you, or for employment or volunteering reasons, or for monitoring and evaluation. We do not share this information with anyone unless 1. prior consent (for example, monitoring and evaluation of projects) or 2. unless required to do so by law.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting manager@velocitylove.co.uk.

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

How we store your personal information

Cafe and Workshop:

- Your contact information required for Public Health reasons (e.g. Covid-19) are stored in a written format and destroyed as soon as the time scale required by current government restrictions apply. It is stored securely within our premises and shared with no-one.
- For workshop customers, bookings and information is stored via Airtable on a password protected workshop device.
- For café customers, bookings and information is stored via Google Workspace.

Staff, volunteers, project participants:

- Your information is securely stored electronically in a password protected file. Only those with direct need have access to those password protected files. This information is kept for a period of time set out for each project (project participants, usually for a period of 3 years after the end of the project) or in guidance with employment law or our volunteer policy (staff, volunteers). We will then dispose of your information by permanently deleting the electronic files in the primary files and any secure electronic back up.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact the Manager, Velocity Café and Bicycle Workshop, 1 Crown Avenue, Inverness IV2 3NF if you wish to make a request.

WEBSITE

Our website is hosted by Squarespace. Squarespace collects personal data when you visit our website, including:

- Information about your browser, network and device
- Web pages you visited prior to coming to our website
- Web pages you view while on our website
- Your IP address

Squarespace needs the data to run our website, and to protect and improve its platform and services. Squarespace analyses the data in a depersonalised form.

We collect personal data via Squarespace products using third-party services (Google Workspace, Google Forms, Google Analytics, Google Drive, Google Analytics, MailerLite, MailChimp, Eventbrite, Airtable).

Cookies

Our website uses cookies and similar technologies, which are small files or pieces of text that download to a device when a visitor accesses a website or app. For information about viewing the cookies dropped on your device, visit [The Cookies Squarespace uses](#).

- [These functional and required cookies are always used](#), which allow Squarespace, our hosting platform, to securely serve our website to you.
- [These analytics and performance cookies are used on our website](#), as described below, only when you acknowledge our cookie banner. Our website uses analytics and performance cookies to view site traffic, activity, and other data.

Analytics

Our website collects personal data to power our site analytics, including:

- Information about your browser, network, and device
- Web pages you visited prior to coming to this website
- Your IP address

This information may also include details about your use of our website, including:

- Clicks
- Internal links
- Pages visited
- Scrolling
- Searches
- Timestamps

We share this information with Squarespace, our website analytics provider, to learn about site traffic and activity.

Form submissions on our website

When you submit information to our website via webform, we collect the data requested in the webform in order to track and respond to your submissions. We share this information with Squarespace, our online store hosting provider, so that they can provide website services to us. We also share this information with Google Drive for storage and with Zapier for data porting.

Website buttons and links to forms

Our website includes buttons and links to external websites and forms which enable you to share and submit information to us via and/or from our site to the following third party services: Google Workspace, Google Forms, Google Analytics, Google Drive, MailerLite, MailChimp, Eventbrite, Airtable. If you click a button, these third parties may receive your personal data, including:

- Information about your browser, network and device
- Details about the web page or content you shared or proposed to share
- Your IP address
- Personal identifiers, contacts and characteristics (for example, name and contact details).
- For project participants, we might collect and process additional information relating to those projects in the form of surveys or questionnaires (via Google Forms).

Fonts

Our website serves font files from and renders fonts using Google Fonts and Adobe Fonts. To properly display our site to you, these third parties may receive personal information about you, including:

- Information about your browser, network, or device
- Information about our site and the page you're viewing on it
- Your IP address

Marketing emails

We may send you marketing emails, which you can unsubscribe from by clicking the link at the bottom of the email or by contacting us directly. We share your contact information with Squarespace and/or MailerLite and/or Mailchimp, our email marketing providers, so they can send these emails on our behalf.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us by contacting the Manager, Velocity Café and Bicycle Workshop, 1 Crown Avenue, Inverness IV2 3NF.

You can also 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>