

Rural & Urban Synthesis Society Ltd. (RUSS) - Privacy Notice

This is the privacy notice of RUSS.

In this document, “we”, “our”, or “us” refer to RUSS. We are a community benefit society registered with the FCA. Our registered office is at 11 Walters Way, London SE23 3LH. Our postal address is: Artworks Creekside, 3 Creekside, Deptford, London SE8 4SA.

This is a notice to inform you of our policy about all information that we record about you. It covers both information that could identify you and information that could not. This policy may be updated from time to time. It was last updated on 7 January 2019.

We are extremely concerned to protect your privacy and confidentiality. We understand that all users of our website, mailing list subscribers and those who otherwise interact with RUSS are quite rightly concerned to know that their data will not be used for any purpose unintended by them, and will not accidentally fall into the hands of a third party.

What information do we collect about you?

We collect information about you when

- You become a member
- You register with us for workshops and events.
- You apply to our waiting lists for housing.
- We also collect information when you voluntarily complete customer surveys, provide feedback or contact us for information.
- Website usage information is collected using cookies.

How will we use the information about you?

Volunteering, and keeping you informed about the organisation and meetings

We collect information about you to email/contact you about RUSS workshops, events we think may be of interest to you, and opportunities for you to volunteer with us.

Marketing

We collect information about you to email/contact you about RUSS workshops and events we think may be of interest to you. We may also email/contact you about local events that you might be interested in.

Every marketing email you receive from us will have an unsubscribe link. If you have consented to receive marketing, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please email us at info@theruss.org .

Apply to our waiting lists for housing

We collect information about you to email/contact you, and to assess eligibility regarding our housing allocations. This information will include private and financial information which is kept securely. It will never be shared with anyone for purposes unintended than the housing allocations.

Use of website or RUSS contact portals by children

We do not contact children, if you are under 18, you may use our website to contact us only with consent from a parent or guardian.

Cookies

Cookies are small text files that are placed on your computer's hard drive through your web browser when you visit any web site. They are widely used to make web sites work, or work more efficiently, as well as to provide information to the owners of the site. Like all other users of cookies, we may request the return of information from your computer when your browser requests a web page from our server. Cookies enable our web server to identify you to us, and to track your actions and the pages you visit while you use our website. The cookies we use may last for a single visit to our site (they are deleted from your computer when you close your browser), or may remain on your computer until you delete them or until a defined period of time has passed.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of your personal information, please email us at info@theruss.org. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Where your information is stored

Your information is stored electronically and/or in our filing system.

Sending a message to RUSS

When you send a message, we collect the data you have given to us in that message in order to obtain confirmation that you are entitled to receive the information and to provide to you the information you need. We record your request and our reply in order to increase the efficiency of our organisation. We may keep personally identifiable information associated with your message, such as your name or email address, so that we can refer to it if you contact us again in future.

Complaining / Suggestions

When we receive a complaint, we record all the information you have given to us. We use that information to resolve your complaint. If your complaint

reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 28th February 2019.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

by email: info@theruss.org

by post: Artworks Creekside, 3 Creekside, Deptford, London SE8 4SA.

This Privacy Notice was approved at our Board meeting on: 28th February 2019, and will be reviewed in 1 Year.