

# Data Retention Policy

Date: May 2023

Approved by: Risk and Audit Committee

On: 16 May 2023

Review Date: February 2025

## 1. Our commitment to your privacy

Dorset Wildlife Trust is registered with the Information Commissioner's Officer as a Data controller.

We are committed to keeping the personal details of our members and supporters safe and we will never sell your personal data. With your permission, we determine why and how your personal data is used as per our Privacy Policy.

Should you wish to find out more about our Privacy Policy please find details on our website, or contact:

Sara Thompson, Director of Fundraising & Marketing  
Telephone: 01305 264620  
Email: [enquiries@dorsetwildlifetrust.org.uk](mailto:enquiries@dorsetwildlifetrust.org.uk)  
Address: Brooklands Farm, Forston, Dorchester, DT2 7AA.

Our office hours are Monday – Friday, 9am – 5pm.

## 2. Data retention

We will only keep information about you for as long as we need to. We make sure that any companies which process your data on our behalf (such as our mailing house) do the same. We have varying retention periods for different categories of information depending on our legal obligations and whether there is an administrative need, such as answering member queries, to monitor conservation activity that has long term impacts (such as when we provide advisory services to land managers), to monitor species and other records essential to our work over long periods, and so that we can understand the reasons why people support us or get involved with our work.

After the retention period has elapsed, the data is deleted or archived.

Type of data	Retention period	Method of destruction
Membership database records	For lifetime of membership, then for seven full financial years after membership ceases, for financial accountability. For the lifetime of Life & Honorary members.	Anonymisation of records from CRM by Supporter Care Team. This means the removal of all personal details which make an individual identifiable such as name, address, bank details etc.
Donor database records	Seven years after the last donation. Details concerning major donations (greater than £500) will be held indefinitely.	Anonymisation of records by Supporter Care Team. This means the removal of all personal details which make an individual identifiable such as name, address, bank details etc. Shredding of physical paperwork.
Volunteer database records	One year after the volunteering has ended.	Anonymisation of records on CRM by Volunteer Admin. This means the removal of all personal details which make an

		individual identifiable such as name, address, bank details etc.
Volunteer applications and Volunteer paperwork	Applications will be destroyed after 6 months. Volunteering agreements will only be retained for one year after volunteering ceases.	Shredded/e-mails deleted by Volunteer Admin.
Job applications	6 months (unless agreed to hold on file with applicant).	Hard copies and electronic applications are shredded and/or deleted by HR Manager.
Website retail orders	Indefinitely, for statistical analysis.	N/A
Complaints	For the life of the membership complaint is attached to, or for five full financial years if from non-member for trend identification.	Anonymisation of record on CRM by Supporter Care Team. This means the removal of all personal details which make an individual identifiable such as name, address, bank details etc.

### 3. Data deletion or invoking your 'Right to be forgotten'

Under Article 17 of the UK GDPR individuals have the right to have personal data erased. This is also known as the 'right to be forgotten'.

The right only applies to data held at the time the request is received. It does not apply to data that may be created in the future. The right is not absolute and only applies in certain circumstances.

For more information, please visit the ICO website: [Right to erasure | ICO](#)

You can ask us to delete your personal information verbally or via email/letter. If you ask us to delete your personal information, we will anonymise your contact details, and delete all personal information from records of past communication.

If you would like your personal information deleted, please contact [Dorset Wildlife Trust](#).