

## Privacy Notice Retention Information

### 1. Why we retain your data

We collect and use personal data in accordance with the purposes outlined in our [Privacy Policy](#). We are committed to only retaining the personal data we need and for no longer than necessary. Once the relevant retention period ends - or if you ask us to delete your data - we will securely destroy or archive it.

Any third-party organisations that process data on our behalf, such as the mailing house that distributes our membership magazines, are required to adhere to the same high standards of data handling and security.

We apply different retention periods depending on the type of data and the reasons for holding it. These may include:

- Meeting legal or regulatory obligations
- Addressing administrative needs, such as responding to member enquiries
- Supporting long-term conservation efforts, including advisory services to land managers
- Monitoring species and maintaining records that are vital to our mission
- Understanding supporter engagement and how people connect with our work

When data is no longer required, it is securely deleted or archived in line with our policies.

Details of our data retention periods are outlined below. If you have any questions about the data we hold, why we hold it, or for how long, please contact:

**Andrea Toy**

Supporter Care

**Phone:** 01872 273 939 (option 2)

**Email:** andrea.toy@cornwallwildlifetrust.org.uk

**Address:** Cornwall Wildlife Trust, Allet, Truro, Cornwall TR4 9DJ

### 2. Retention periods

Type of Data	Retention Period	Reason for Retention	Action After Expiry
Membership Records	<p>Personal data is retained for the duration of the membership and for seven full financial years after the membership ends.</p> <p>Communication consent preferences are retained indefinitely unless you unsubscribe or opt out.</p>	Financial accountability and audit requirements.	Data will be anonymised where no ongoing relationship exists.



Donors	<p>Personal data is retained for seven full financial years after the last donation.</p> <p>Communication consent preferences are retained indefinitely unless you unsubscribe or opt out.</p>	Financial accountability and audit requirements.	Data will be anonymised where no ongoing relationship exists.
Non-financial Supporters - Email marketing	<p>Communication consent preferences are retained indefinitely unless you unsubscribe or opt out.</p> <p>Where you unsubscribe or opt out, data will be anonymised after 18 months. 36 months for legacy enquirers.</p>	<p>Consent-based communication.</p> <p>Record retained for 18 months in case of error in processing opt-outs.</p> <p>Record retained for 36 months for legacy enquirers – legitimate interest.</p>	Data will be anonymised where no ongoing relationship exists.
Non-financial Supporters - Mail and Phone (not TPS registered)	<p>Communication consent preferences are retained indefinitely unless you opt out.</p> <p>Where you opt out, data will be anonymised after 18 months. 36 months for legacy enquirers.</p>	<p>Legitimate interest for direct marketing.</p> <p>Record retained for 18 months in case of opt-out error.</p> <p>Record retained for 36 months for legacy enquirers.</p>	Data will be anonymised where no ongoing relationship exists.
Non-financial Supporters - Communication Consent Denied	Data will be anonymised after 1 year.	For statistical and KPI reporting only.	Data will be anonymised where no ongoing relationship exists.
Legacy Pledger	Information to be kept indefinitely unless legacy pledge is revoked	<p>Auditing purposes</p> <p>Where the legacy pledge is revoked records will be retained for 18 months in case of error in opt out process.</p>	Data will be anonymised where no ongoing relationship exists.
Volunteer Records	Retained for 1 year after volunteering has ended.	Operational and	Data will be anonymised

		safeguarding requirements.	where no ongoing relationship exists.
Volunteer Applications & Paperwork	<a href="https://accessgroup.my.site.com/Support/s/article/Assemble-Data-Protection">https://accessgroup.my.site.com/Support/s/article/Assemble-Data-Protection</a>	Recruitment transparency and safeguarding.	Data will be anonymised where no ongoing relationship exists.
Job Applications	To request a copy please contact <a href="mailto:supportercare@cornwallwildlifetrust.org.uk">supportercare@cornwallwildlifetrust.org.uk</a>	Recruitment transparency and legal compliance.	As per policy.
Complaints	Please refer to the current Cornwall Wildlife Trust Complaints Policy for more information: <a href="https://www.cornwallwildlifetrust.org.uk/complaints-policy">https://www.cornwallwildlifetrust.org.uk/complaints-policy</a>	Legal defence and quality assurance.	Data will be securely deleted or anonymised.
Prospecting for gold	After five years: (a) data will be deleted if a relationship has not been established; or (b) data will continue to be held and updated where appropriate for individuals with whom we have a relationship (providing they are aware of this and have not opted out).	Research (Prospecting for gold)  For more information, please see section 7.9 of our <a href="#">Privacy Policy</a> .	Data will be securely deleted or anonymised.

### 3. Data deletion

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 want your personal information deleted, please contact Cornwall Wildlife Trust at [supportercare@cornwallwildlifetrust.org.uk](mailto:supportercare@cornwallwildlifetrust.org.uk) or call 01872 273 939 (option 2).

*Last updated: 30<sup>th</sup> June 2025*