

Plan Vivo Foundation Privacy Policy

The Plan Vivo Foundation ("we", "our", or "us") respects your privacy and is committed to protecting your personal data. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 (DPA), and other applicable data protection laws.

1. Who We Are

The Plan Vivo Foundation is a UK-registered charity (Company No. SC352341) based in Edinburgh, United Kingdom. We operate globally in the nature-based solutions sector, providing certification services for voluntary carbon and biodiversity markets. For more about us, visit www.planvivo.org.

2. Information We Collect

We may collect the following types of personal data:

- Names, email addresses, and phone numbers
- Photos (e.g. of project sites, events, or headshots of staff and key consultants)
- Location data (of project areas)
- CVs (e.g. for job applications or external consultants)
- Meeting or working group recordings
- Bank account details (e.g. when processing invoices)
- Website usage data (via cookies)

We may receive personal data:

- Directly from you via email, forms, or meetings
- From Project Coordinators acting on behalf of project participants or other project stakeholders
- Via our website, cookies, or other online platforms

We do not knowingly collect data from children or collect any special category (sensitive) data.

3. How We Use Personal Data

We use your personal data for the following purposes:

- To provide certification services and manage project documentation
- To manage enquiries, complaints, or grievances raised to us
- To process payments and comply with legal obligations
- For recruitment and engagement of service providers or consultants
- For website analytics, performance improvements, and marketing communications

We do not use personal data for automated decision-making or profiling.

4. Cookies

We use cookies and similar tracking technologies on our website to enhance performance, functionality, and user experience, as well as to support analytics. For detailed information on the cookies we use and to manage your preferences, please see our [Website Privacy Policy](#).

5. Sharing Your Data

We may share your personal data with trusted third parties, including:

- Registry platforms, mapping platforms, and website hosts (to publish documentation or mapping data)
- External auditors (for project certification and financial review)
- Accreditation bodies and rating agencies
- Consultants and service providers supporting our operations

We do not sell or rent your data to any third parties.

6. International Transfers

Due to our global operations, your data may be transferred outside the UK. We ensure appropriate safeguards are in place, such as using secure cloud storage providers and processors with adequate data protection mechanisms.

7. Your Rights

Under the UK GDPR, you have the right to:

- Be informed about how your data is used
- Access and request a copy of your data
- Correct inaccurate or incomplete data
- Request deletion (“right to be forgotten”)
- Restrict or object to data processing
- Data portability (in applicable contexts)

To exercise any of these rights, contact us at: **info@planvivofoundation.org**

8. Retention of Data

We retain personal data for as long as necessary, based on its purpose:

- Project-related data: active service period + 30 years
- Complaints and grievances: for 30 years after the complaint or grievance is first made
- Service providers: duration of service provision
- Recruitment: recruitment period + 1 year
- Financial records: as required by UK financial regulations

9. Data Security

Your data is stored securely on password-protected devices and encrypted cloud platforms (Microsoft OneDrive and Google Drive). Access is restricted to authorized internal staff. We also follow internal policies on data protection and electronic communications.

10. Data Breach Notification

In the event of a data breach that poses a risk to your rights or freedoms, we will:

- Notify the Information Commissioner’s Office (ICO) within 72 hours
- Inform affected individuals as soon as possible

- Take remedial actions to contain and investigate the breach

For internal handling of breaches, we follow our incident response process. If you suspect a breach, please contact us immediately.

11. Legal Basis for Processing

We process personal data based on:

- **Consent:** For services provided to or by us, or marketing communications
- **Legal obligations:** For financial or regulatory compliance

Consent may be withdrawn at any time, though this may affect the services we can provide.

12. Contact Us

If you have questions or concerns about this Privacy Policy or how we handle your data, please contact: **info@planvivofoundation.org**

13. Updates to This Policy

We may update this Privacy Policy periodically. When we do, we will notify individuals subscribed to our mailing lists and update the policy date at the top of this page.