



Privacy Policy – silvestor.org.uk

Who we are

The Institute of Chartered Foresters (ICF) is the UK's Royal Chartered professional body offering the Chartered Forester and Chartered Arboriculturist titles.

silvestor.org.uk is an online e-learning platform, owned by the Institute of Chartered Foresters. This Privacy Policy relates solely to the Silvestor platform.

Institute of Chartered Foresters
Scott House (Mull Office, Sixth Floor)
10 South St Andrew Street
Edinburgh
EH2 2AZ

As the owner of the **silvestor.org.uk** e-learning platform, the Data Controller is the Institute of Chartered Foresters.

Data Protection Officer: Mark Goodwin, Marketing & Communications Manager, Institute of Chartered Foresters.

For details about the Privacy Policy for the Institute of Chartered Foresters' main website and membership services, visit charteredforesters.org/privacy-policy

Our Commitment

The Institute of Chartered Foresters is committed to upholding your privacy and taking the utmost care with your personal data as a user of the silvestor.org.uk website. This Privacy Policy explains the Institute's approach to how we use and protect the information that you provide to us. The Institute complies with the UK Data Protection Act 2018 and the UK General Data Protection Regulation in managing personal data. This means that your personal data will be:

1. Processed lawfully, fairly, and in a transparent manner.
2. Collected for specified, explicit and legitimate purposes.
3. Only collected so far as required for our lawful purposes.
4. Kept as accurate and up to date as possible.

5. Retained for a reasonable amount of time, in accordance with retention policies.
6. Processed in a manner which ensures an appropriate level of security.

How do we collect personal data?

There are various ways in which we may collect personal data, including:

- Email and written correspondence
- Telephone discussions
- Visits to the website (e.g. behaviour tracking, cookies)
- Social media engagement
- Platform registration form
- Feedback forms
- Payment requests
- Information requests
- Direct contact at our offices and elsewhere
- Indirectly via employer bookings

Please note that this is an indicative list, not exhaustive, and is kept under review.

In all instances it should be clear that we are collecting your personal data.

Types of data collected

We collect personal data to fulfil our role as the provider of the silvestor.org.uk e-learning platform. This involves a range of data processing activities, and we collect only the information relevant to the purposes for which it is to be used. We take every precaution to ensure that your data is accurate, complete, up-to-date, and secure.

Users of silvestor.org.uk

The personal data collected and processed pertaining to silvestor.org.uk users may include:

- **Personal identifiers** – including name, date of birth, gender
- **Contact details** – including phone numbers, home and business address, email address
- **Employment details** – including current and previous employers
- **Records of physical and electronic correspondence**
- **Payment information**
- **Education and training** – including academic achievements, training courses, professional certificates

- **Records of Continuing Professional Development (CPD)**
- **Engagement records for courses undertaken**

Note: We do not knowingly collect personal data from children under the age of 16. If we discover that we have collected such data, we will take steps to delete it promptly and, where appropriate, notify the parent or guardian.

Website

When people access silvestor.org.uk we may also collect technical information. We use this information to improve the user experience, and to help us better understand the ways in which the platform is used. This may include information about:

- Computer or device type
- IP address
- Location data
- Operating system
- Browser type and version
- Time zone setting and browser plug-in types and versions

This statistical data relates to browsing actions and patterns. It is collected on an anonymous, aggregated basis, and does not identify individual users. Silvestor.org.uk analytics are performed via Google Analytics (currently GA4).

Sensitive data

Currently, the silvestor.org.uk online e-learning platform requires the submission of no personal data that could be classified as 'special category data' (e.g. religious beliefs, dietary requirements, sexual orientation, etc.).

As the platform develops, this may change and this Privacy Policy will be regularly reviewed to ensure ongoing compliance with the UK GDPR and Data Protection Act 2018. Registered users of the site will be kept up-to-date with any changes to the Privacy Policy in line with our legal obligations as the owner of silvestor.org.uk.

Sensitive data and Data Protection Impact Assessments (DPIAs): Where required, we will conduct a [DPIA](#) and notify affected individuals if the assessment identifies a high risk to their privacy.

Refusal to provide personal data

Certain personal data is necessary for us to deliver our services and comply with our legal obligations. If you decide not to share required data, we will not be able to provide the agreed services to you.

What are the lawful bases for our processing activities?

The Institute will only process your personal data where we believe we have a lawful basis to do so. The basis for processing depends on the information provided and the context for processing.

We will only use your information where:

- We have your consent to do so
- We need to process your personal information to perform a contract, e.g. the provision of training courses via the platform
- We have a legitimate interest in processing your data e.g. providing a seamless online learning experience for registered users of the platform

The six legal bases for the processing of personal data, as governed by UK GDPR and the Data Protection Act 2018, is as follows:

Consent

You have given clear consent to the Institute to process your personal data (e.g. for the provision of membership services, event administration, providing requested communications).

Contract

The processing is necessary for the performance of a contract.

Legal obligation

The processing is necessary for us to comply with the law.

Vital interests

The processing is necessary to protect your vital interests, including the protection of rights and freedoms.

Public interests

Where the processing serves the public interest.

Legitimate interests

The processing is necessary for the Institute's legitimate interests or legitimate interest of a third party, unless the processing is overridden by the vital interests, including rights and freedoms.

Why do we need to process personal data?

We use and store the personal data we collect so that we can fulfil our obligations as owner of the silvestor.org.uk e-learning platform.

Most commonly, we will use your personal data in the following circumstances:

- To enable you to register with and access the e-learning platform
- To deliver the products and services available through the e-learning platform

- To analyse usage of the e-learning platform to track engagement and usage
- To administer the e-learning platform, including troubleshooting, data analysis, testing, system maintenance and support, so that it can provide and improve the products and services offered and ensure it operates properly
- For network security
- Where we have obtained consent
- Where it is necessary for our legitimate interests (or those of a partner organisation) in our role as owner of the silvestor.org.uk e-learning platform
- Where we need to comply with a legal or regulatory obligation

This includes, but is not limited to:

Activity	Type of Data	Lawful Basis
Managing our relationship with you	• Personal identifiers • Contact details	• Consent • Contract • Legitimate interests
Administering site services	• Personal identifiers • Contact details • Employment details • Financial information	• Consent • Contract • Legitimate interests
Processing enquiries of updates to silvestor.org.uk account details	• Personal identifiers • Contact details • Employment details	• Contract • Legitimate interests
Notifying you of key operational updates and changes to your silvestor.org.uk account	• Personal identifiers • Contact details	• Contract • Legal obligation • Legitimate interests
Taking payments for silvestor.org.uk services (e.g. UKFS training, online video content)	• Personal identifiers • Contact details • Financial information	• Contract • Legal obligation

Do we share details with third parties?

Some of our processing activities in providing the services associated with silvestor.org.uk may require the sharing of personal data with third parties. Whenever we share personal data, we take all reasonable steps to ensure it will be handled appropriately and securely by the third party.

Data sharing agreements ensure that personal data is shared appropriately in a way that complies with the law, is fair, transparent, and in line with the rights and expectations of the data subjects. They

also address security surrounding the transmission of or access to the data and establish rules for its security. ICF data sharing agreements include:

- Identification of all parties involved in the data sharing
- The purpose for which the data is shared and the instruction for the data only to be used for this purpose
- Instructions for secure storage
- Access and transport restrictions
- A retention period and deletion arrangements (the data will be deleted after the purpose it was collected for)

Only the data necessary to complete the relevant task is shared with third parties.

In some circumstances the disclosure of personal data to third parties may involve the transfer of data outside of the UK in accordance with the requirements of the applicable data protection legislation.

As per this Privacy Policy, those signing up for any ICF services (member and non-member) acknowledge that personal data can be shared in this manner. We will only transfer personal data outside of the UK where we are satisfied that:

- The country has data protection laws similar to the laws in the UK and a sufficient adequacy decision
- The recipient has agreed through contract to protect the information to the same data protection standards as the UK
- We have obtained consent from relevant data subjects to the transfer (by means of this Privacy Policy)

The main third parties with whom the Institute shares personal data related to silvestor.org.uk include (but are not limited to):

ICF Staff

Financial/ IT/ Administration

- IT Services e.g. CRM provider, Platform Host, Microsoft and Managed IT solutions, Website management etc
- Accounting and Financial solutions and software
- Banks and merchant services
- Analytics platform

Accreditation bodies

Platform partners

- Partner organisations who offer services on Silvestor, e.g. training courses, educational content

Employers

- Organisations who make bookings for their employees

Communications

Events

- Events database
- Events platform, e.g. Zoom Events

Please note that this is an indicative list, not exhaustive, and is kept under review.

Security of your information

We regularly review and update our data handling procedures and ensure that appropriate technical security measures are in place to safeguard your information.

We strive to minimise, wherever possible, the amount of data we hold and ensure that our devices are secure and well protected to the latest industry standards.

How long do we keep personal data?

Your Silvestor account will remain active indefinitely while you are an active user of the platform. Any users whose account is inactive for a period of two years will be notified and given a period of 90 days to login to keep the account active before the account (and all personal data held therein) is deleted.

Users can request at any time:

- **Closure of their Silvestor account**
- **Deletion of all personal data on Silvestor**

If you would like more information, please contact the Institute's Data Protection Officer by email: mark.goodwin@charteredforesters.org

How do we process cookie files?

Two cookies are used on this site, and one must be enabled (essential) for the site to function:

The essential one is the session cookie, usually called MoodleSession. You must allow this cookie in your browser to provide continuity and to remain logged in when browsing the site. When you log out or close the browser, this cookie is destroyed (in your browser and on the server).

The other cookie is purely for convenience (non-essential), called MOODLEID or similar. It just remembers your username in the browser. This means that when you return to this site, the username

field on the login page is already filled in for you. It is safe to refuse this cookie – you will just have to retype your username each time you log in.

We use Google Analytics to collect anonymous information about how visitors use the platform – such as which pages are visited most, how long users stay, and how they arrived at the site.

These cookies help us understand usage patterns and improve our service.

`_ga` Google Analytics

Distinguishes unique users by assigning a random ID.

Required: No

`_gid` Google Analytics

Tracks user behaviour and session information.

Required: No

`_gat` Google Analytics

Limits the number of requests sent to Google.

Required: No

Analytics data is collected and processed in accordance with Google's Privacy Policy.

We have configured Google Analytics to:

- Anonymise IP addresses before storage or processing
- Disable data sharing with other Google services
- Not use advertising or remarketing features

What are your rights?

Individuals can access the data held about them at any time. Responses to request for information will be made promptly and, in any event, within 30 days. If the Institute refuses a request, ICF will inform the individual why. Individuals have the right to complain to the supervisory authority and to a judicial remedy. The Institute will respond without undue delay and at the latest, within one month. In some circumstances ICF may be unable to provide you with your personal data (e.g. where doing so may compromise the confidentiality of a third party).

Right to be informed

Individuals have the right to be informed about the collection and use of their personal data.

Right of access

Individuals have the right to access and receive a copy of their personal data, and other supplementary information.

Right to rectification

The UK GDPR includes a right for individuals to have inaccurate personal data rectified or completed if it is incomplete.

Right to erasure

The UK GDPR introduces a right for individuals to have personal data erased.

Right to restrict processing

Individuals have the right to request the restriction or suppression of their personal data.

Right to data portability

The right to data portability allows individuals to obtain and reuse their personal data for their own purposes across different services.

Right to object

The UK GDPR gives individuals the right to object to the processing of their personal data in certain circumstances.

Rights related to automated decision-making including profiling

The UK GDPR has provisions on:

- automated individual decision-making (making a decision solely by automated means without any human involvement); and
- profiling (automated processing of personal data to evaluate certain things about an individual). Profiling can be part of an automated decision-making process.

Currently, the Institute does not engage in automated profiling or automated decision-making with regard to silvestor.org.uk. Only basic, manual analysis of user data is conducted for development purposes (e.g. site usage and engagement).

To find out more, visit the [Information Commissioner's Office](#) website for further details.

Third-party links

The silvestor.org.uk e-learning platform includes links to third-party websites, plug-ins, embedded content and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their Privacy Policies. When you leave the silvestor.org.uk website, we encourage you to read the Privacy Policy of every website you visit.

Raising a concern

If you wish to raise a concern or make a complaint about how your personal data is being processed, or are concerned about how your data has been handled, you have the right to lodge a complaint with us or directly with the Information Commissioner's Office (ICO).

You can raise a concern or lodge a complaint with the ICF in the following ways:

- By emailing the Data Protection Officer directly at mark.goodwin@charteredforesters.org
- By writing to the Data Protection Officer at Institute of Chartered Foresters, Argyle House, 3 Lady Lawson Street, Edinburgh, EH3 9DR

You can raise a concern or lodge a complaint with the ICO in the following ways:

- Via the ICO website: <https://ico.org.uk/concerns>
- By writing to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Review

We keep this Privacy Policy under regular review and will place any updates on our website. Paper copies of the Privacy Policy may also be obtained by emailing icf@charteredforesters.org or in writing to our office at Institute of Chartered Foresters, Argyle House, 3 Lady Lawson Street, Edinburgh, EH3 9DR.

Consent

By consenting to this Privacy Policy you are giving us permission to process your personal data specifically for the purposes identified.

In circumstances where consent is required for the Institute to process personal data, it must be explicitly given. For sensitive personal data, we will always tell you why and how the information will be used.

Contact information

If you have any questions which are not covered in this notice, please contact our Data Protection Officer by emailing mark.goodwin@charteredforesters.org

To help us deal with your query as quickly as possible, we recommend that you include the following in the email subject 'FAO Data Protection Officer'.