

Privacy Policy for Lichfield Cathedral

Lichfield Cathedral is committed to protecting and respecting your privacy.

This Privacy Policy sets out how we, Lichfield Cathedral, collect and use your personal data and why, both when you visit this web-site and when we provide to you our wider services. It also sets out the rights you have to control how your data is used.

The Cathedral is made up of a group of connected companies and charities which helps us to deliver our work in an efficient way. This Privacy Policy relates to all of the companies and charities that make up our cathedral community, as well as the Lichfield Cathedral Enterprise Company.

For data protection purposes, Data Controller means the person or organisation who determines the purposes for which and the manner in which any personal data is processed. We, Lichfield Cathedral are the Data Controller.

Our **Data Protection Officer** is Simon Warburton who can be contacted at simon.warburton@lichfield-cathedral.org.

What Data we gather

In providing a wide-range of services and activities, the Cathedral processes personal data for a number of reasons. These can include managing the Cathedral congregational roll, managing specific events and bookings (for example when you book tickets for an event or use the Cathedral for a wedding, baptism or funeral), informing you of upcoming events at the Cathedral (such as exhibitions, concerts and talks) and our fundraising activities which help us to maintain and support the cathedral and our other historic buildings.

Our legal bases for handling your personal data are therefore to enable us to perform a contract with you and/or processing the data is necessary for the purposes of our legitimate interests in ensuring we can provide you with the services you want us to provide to you.

We may therefore collect personal data such as your name and job title, contact information, including your telephone number, address and email address, any other personal information you might give us when you book an event or make a payment to us.

We may also keep information contained in any correspondence you may have with us by telephone, post, email or other communication.

When you use our web-site, we collect information about you using cookies.

Cookies on our website

What is a cookie?

A cookie is a small file placed on a visitor's computer hard drive. It allows the Cathedral website to identify the visitor's computer as they view different pages on our website. This enables websites and applications to store each visitor's preferences in order to present content, options or functions that are specific to them. They also allow the Cathedral to see information such as how many people use the website and what pages they tend to visit.

How does the Cathedral use Cookies?

The Cathedral may use cookies to:

- Analyse web traffic using analytics packages. Such data helps us to improve the website structure design, content and functions.
- Test content on our website
- Store information about visitor preferences so that each visitor can be presented with content that is relevant and interesting to them.
- To recognise when a visitor returns to our website so that relevant content can be shown to them or to provide the functionality they used on a previous visit

Cookies do not provide the Cathedral with access to a visitor's computer or any information about them, other than what they have chosen to share with us.

Controlling Cookies

A visitor can use their web browser's cookie settings to determine how the Cathedral website uses cookies. If a visitor does not want our website to store cookies on their computer or device, they should set their web browser to refuse cookies. However, it should be noted that this may affect how our website may function. It may mean that some services and pages will not be accessible. Unless a browser has been set to refuse cookies, the Cathedral website will issue cookies to all who visit it.

Links from our website

Our website contains links to other websites. Please note that we have no control of websites outside the www.lichfield-cathedral.org domain. If an individual provides information to a website to which we link, Lichfield Cathedral is not responsible for the protection and privacy of such information. Individuals should always take care when submitting data to any website.

How we collect your Data

We collect personal data from you when:

- you consent to receiving information and marketing material from the Cathedral. This could be when you fill in a form during your visit, or via our website
- you complete a Gift Aid envelope and consent to join our mailing list
- you book to attend an event, workshop or talk
- you hire the Cathedral for a ceremony or private event
- you make a donation to the Cathedral
- you contact us to request further information
- you volunteer with us

Where you make a payment to us by credit card, we will hold this data to process the donation. In order to meet our financial reporting requirements, we securely store card details for transactions

and donations made onsite at the Cathedral for 7 years. After this time, we will securely destroy this information. Transactions made online are processed by a third party. The Cathedral does not receive or store the card details for these transactions.

How we Process your Data

As well as being a place of excellence in worship, the Cathedral hosts a wide range of events and activities, including exhibitions, concerts, talks and educational courses. We offer a newsletter service so that we can keep everyone up-to-date with the things that interest them.

All our communications will include information about how to unsubscribe or update your preferences should you ever change your mind about what information you wish to receive from the Cathedral, and how you wish to receive this information. You can of course update your contact details and preferences at any time.

If you attend one of the many events the Cathedral arranges, we will process your personal data in order to manage the event and may share your personal data with third parties purely to enable the event to go ahead. We explain below how we will process your data in these circumstances.

If you hire the Cathedral for a specific event, then we will process your personal data to manage your booking, which may include all the necessary arrangements involved in that booking.

When you make a donation to the Cathedral, we will use the personal data you provide to us to process and record your donation. We will also use your information to thank you for your gift and to send you information showing you the impact you have had. This may include inviting you to see the work first-hand or sending written updates on the work you have supported.

If you enable us to claim Gift Aid, we will also use your personal data to submit our return to HMRC, and this will include your name, address, donation amount and donation date. The data will then be used by HMRC for their tax purposes.

Sharing data with Third Parties

Lichfield Cathedral will never sell your data to third parties. In order for us to fulfill the activities we have described in this policy, however, we will, from time to time, need to share your data with selected third parties. Whenever your data is shared with a third party, we will take all reasonable steps to ensure that the relevant third party only uses the personal data for the purpose for which it has been shared and that the data will be transferred securely to that third party.

For example, we may share data with any one or more of the following categories of third parties:

- **event partners** – for the vast majority of our events we work in partnership with an events organisation and it is therefore necessary to share the names and contact details of people attending the event with them for the purposes of managing and delivering the event, from processing payments (where applicable) to issuing tickets, managing admittance and seating during the event and contacting you regarding any changes to the event.
- **mailing providers** – we work with third parties to print and process our mailings and e-newsletters.
- **Payment processors** - we use third party service providers to manage our financial processing and accounting. Data is shared to process payments to the Cathedral, including event and ticket bookings, donations and venue hires.

Marketing

Where contact details have been provided for a specific purpose (such as inviting you to an event), we will ask if you would like to continue to receive information from us.

At each event you will have the opportunity to opt-in to receive information about future events to ensure you never miss out. We will not contact you directly if you choose not to opt-in and if we do not hear from you, or if you tell us that you would not like to receive any further information, we will remove you from our mailing list.

Even if you have given us specific consent to be contacted for marketing purposes, you will always have the option to opt-out of further communications from the Cathedral at any time.

Where your details have been provided by a third party, we will inform you how we received your data when we first contact you. We will also ensure you are made aware of our Privacy Policy.

How long will we hold your data for?

We keep information only for as long as is necessary in order to fulfil our services to you taking into account our need to meet any legal, statutory and regulatory obligations with which we are bound to comply.

You will have the opportunity to opt out or update or delete personal data at any point should you need to do so, and details are set out in this policy as to how to achieve this.

Our need to use your personal information will be reassessed on a regular basis and we will dispose of personal data which we no longer require.

Access to your information, correction and deletion- your rights

When it comes to your personal data you have a number of rights, protected by data protection law, about the personal data that we hold about you.

You therefore have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the following address: reception@lichfield-cathedral.org marked for the Data Protection Officer's attention.

We want to make sure that your personal data is accurate and up to date. You may ask us to correct or remove without delay any information about you that you think is inaccurate by emailing us at reception@lichfield-cathedral.org or writing to us at The Chapter Office, 19a The Close, Lichfield, WS13 7LD.

You also have the right to receive your personal data in a structured, commonly used and machine readable format and have the right to ask us to transmit it to another controller if technically possible.

You have the right to seek a restriction of the processing of your personal data in certain circumstances. Further, you have the right to lodge an objection if you feel that one of the grounds relating to your particular situation apply. When you exercise your right to object, we must stop any processing unless we can show compelling legitimate grounds for the processing, which override your interest, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

Should you wish for us to completely delete all information that we hold about you, you should please contact reception@lichfield-cathedral.org or writing to us at The Chapter Office, 19a The Close, Lichfield, WS13 7LD

Where you have provided consent for us to process your data, you have the right to withdraw consent at any time.

We shall respond promptly to any request about your personal data and in any event, within one month from the point of receiving the request and all necessary information from you. In certain circumstances, we may make a small charge for this service. Our formal response will include details of the personal data we hold about you, including the following:

- Sources from which we acquired the information;
- The purposes for processing; and
- The persons or entities with whom we are sharing the information.

You can find out more about your rights by visiting the Information Commissioner's Office website - www.ico.org.uk.

Should you have a complaint about the way we are processing your data, we encourage you to contact us in the first instance and we will investigate it. To make a complaint, to request a change to the way we process your data or to exercise any of your rights, please contact reception@lichfield-cathedral.org marked for the Data Protection Officer's attention.

We will make every effort to address your concerns. However, if you are not satisfied with our response you can make a complaint to the Information Commissioner's Office - <https://ico.org.uk/concerns/>

Transferring your information outside of Europe

We currently do not transfer your personal data outside the EEA. If in the future we transfer your personal data, in accordance with the terms of this Policy outside of the EEA, we will make sure that the party receiving the data agrees to provide the same or similar protection that we do and that the information they receive is used only in accordance with our instructions.

If you use our services while you are outside the EEA, your information may be transferred outside the EU to give you with those services.

How to contact us

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

- By email: reception@lichfield-cathedral.org
- Or write to us at: The Chapter Office, 19a The Close, Lichfield, WS13 7LD

Updating 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 4 March 2019.