

The General Data Protection Regulation: Privacy Policy

Introduction

The following Privacy Policy defines how *Chichester Cathedral Friends* complies with the General Data Protection Regulation.

The Policy is readily publicly available on request in paper form and as an electronic document. The Policy includes a **Privacy Statement** (see Topic 5) which will appear prominently on any document or form, including electronic forms and web sites, where we request personal information from members of the public regardless of whether they are Members of *Chichester Cathedral Friends* or in some other way already associated with Chichester Cathedral.

This Privacy Policy applies to you if you are in one or more of the following categories:

- You are considering becoming or are a Member of *Chichester Cathedral Friends*
- You make a donation to *Chichester Cathedral Friends*
- You make a Gift Aid declaration for *Chichester Cathedral Friends*
- A Lasting Power of Attorney (LPOA) over your affairs is notified to us
- You buy a ticket for a *Chichester Cathedral Friends* Event
- You are on our mailing list of Parish and Village Newsletter Editors

Chichester Cathedral Friends is a Charitable Incorporated Organisation (CIO). Registered number 1158498.

Chichester Cathedral Friends is registered with the Information Commissioner's Office (ICO). Registration reference ZA076239.

Privacy Policy

Chichester Cathedral Friends is a registered charity that supports the mission and ministry of Chichester Cathedral. The charity is governed and managed independently of the Cathedral and its staff. This Privacy Policy explains how *Chichester Cathedral Friends* collects, uses and manages any personal information we collect about you and how we protect your rights.

Topics

1. What information we collect about you
2. How we use the information about you
3. How we keep the information about you secure
4. How we keep the information about you accurate and up to date
5. What information we share, who we share information with and how you can control the sharing of your information, including our Privacy Statement
6. Who we are and how to contact us
7. How you can access and manage the information we have about you
8. How long we keep information about you
9. How to ask us to forget you
10. What are the lawful bases for processing personal data?

1. What information we collect about you

We collect information about you when you apply to become a member, make a donation, make a Gift Aid declaration, buy a ticket for one of our events or join our mailing list of Parish and Village Newsletter Editors. Website usage information is collected using cookies.

When you become a member of *Chichester Cathedral Friends* we collect your

- title (optional)
- first name
- surname
- postal address including post code

- telephone number (landline and/or mobile)
- email address (optional)
- annual subscription amount
- method of payment for your annual subscription
- the date you became a member
- your opt-in to our sharing requests

When you pay your subscription or otherwise make a donation to *Chichester Cathedral Friends*, unless you do so anonymously we collect your

- contact information unless we already have it because you are a member
- the donation amount
- the method of payment
- the payment date
- any correspondence from you explaining the reason for the donation
- correspondence from us acknowledging the donation

When you make a Gift Aid declaration for *Chichester Cathedral Friends* we collect your

- signature on our standard Gift Aid form
- the date of your declaration
- the conditional option you have selected

If a Lasting Power of Attorney (LPoA) over your affairs is notified to us we shall record the fact on your membership record, together with the name and address of the holder of you LPoA. We shall continue to send your Cathedral Newsletter and other information either to your home address or via your LPoA holder, to whom we would normally address subscription reminders – albeit all of this would be done by agreement between you, your LPoA holder and ourselves.

When you buy a ticket for a *Chichester Cathedral Friends* Event we collect your

- title (optional)
- first name
- surname
- postal address including post code
- telephone number (landline or mobile)
- email address
- the name of the event
- the date of the event
- the number of tickets you purchased
- the amount you paid
- the payment method
- the date you made the purchase
- your dietary requirements (if the event involves the provision of food)
- if you are buying tickets for someone else and they have dietary requirements we collect their name and dietary requirements
- your opt-in to receive information from TicketSource about our other events (optional)
- your opt-in to receive information from TicketSource about events organised by others (optional)

When you join our mailing list of Parish and Village Newsletter Editors we collect your

- title (optional)
- first name
- surname
- the Parish, Village or other area covered by your publication
- telephone number (landline or mobile)
- email address
- the name of the publication of which you are the editor
- the frequency with which you publish

2. How we use the information about you

We use information about you to administer the charity effectively and efficiently, to send you information about your membership of *Chichester Cathedral Friends* and its activities and events and to send you information about *Chichester Cathedral* and its activities and events.

If you are a Member of *Chichester Cathedral Friends* we use your information to

- send you the Cathedral's quarterly newsletter and information about Friends and other events and activities taking place in the Cathedral
- remind you that your annual subscription to *Chichester Cathedral Friends* is becoming due if you pay it otherwise than by bank STO
- invite you to attend *Chichester Cathedral Friends* Annual General Meeting
- write to you about *Chichester Cathedral Friends* matters

The lawful bases are Consent and Contract (See topic 10)

If you make a donation to *Chichester Cathedral Friends* we use your information to

- acknowledge your donation

The lawful basis is Consent (See topic 10)

If you to make a Gift Aid declaration for *Chichester Cathedral Friends* we use your information to

- claim Gift Aid from HMRC
- if required by HMRC, provide evidence to HMRC that you have made a Gift Aid declaration

The lawful basis is Legal Obligation (See topic 10)

If you buy a ticket for a *Chichester Cathedral Friends* Event we use your information to

- provide the event organiser with a list of people expected to attend the event
- if appropriate, provide the event organiser with your dietary requirements
- contact you if the event changes or is cancelled or if there is a query about your booking
- process a refund if the event is cancelled

The lawful basis is Contract (See topic 10)

If you are on our mailing list of Parish and Village Newsletter Editors we use your information to

- send you short articles of news and information about *Chichester Cathedral Friends* which we hope you will publish in your newsletter. We normally expect to send four such articles per year.

The lawful basis is Consent (See topic 10)

3. How we keep the information about you secure

All the information we collect from you is held in computerised records. If you provide information to us on paper, we transfer it to our computerised records and destroy the paper. Our computerised records are secured by a system of user identifications and passwords allocated to authorised users. Only authorised users can access your personal information.

Membership, Donations and Gift Aid

We use a computer membership database application called *Subscriber™* to record your contact and membership subscription information. *Subscriber™* is a self-contained application which we have installed on the Chichester Cathedral information network where access is controlled and back-up and recovery management procedures exist. We use this application to keep track of your membership subscription payments and Gift Aid declarations if you have made them and to record any donations you may have made. If you have made a Gift Aid declaration we use this application to communicate directly electronically with HMRC to claim Gift Aid when it is due. We do not have access to your tax records held by HMRC. We keep a scanned copy of your Gift Aid declaration in a folder on the Chichester Cathedral information network with access restricted to authorised CCF users.

Ticket Sales

We use a third-party ticketing vendor called *TicketSource* to sell tickets to CCF Events. When you purchase a ticket from *TicketSource*, which can be done online using the internet, by telephone to a *TicketSource* number or in person from the Cathedral Shop, we collect your contact information, which tickets you purchased, how much you paid for them and how you paid for them. This information is held securely by *TicketSource* on its computers. We make some of this information available to our event organisers to assist with event management. We will cross reference this information with the information we hold on our membership database to verify contact information. *TicketSource* does not share this information with any other organisation.

Mailing List of Parish and Village Newsletter Editors

We keep the mailing list in a spreadsheet which is filed securely on our information network.

4. [How we keep the information about you accurate and up to date](#)

We are very dependent on you to keep us notified of changes to the information we hold about you. You can tell us about changes by telephone, email or by letter and we will record changes in our databases as soon as we can. From time to time we will send you a copy of the information we hold about you and ask you to verify it. At any time you may ask us to provide you with a copy of the information we hold about you and we will respond as promptly as we can.

5. [What information we share, who we share information with and how you control the sharing of your information](#)

Privacy Statement

Chichester Cathedral Friends is a member of the Chichester Cathedral family of organisations and as such we will wish to share your contact information within that family for the sole purpose of enabling the Cathedral to keep you informed from time to time of its news and activities. Neither we nor the Cathedral will share or sell your contact information with any person or organisation outside of the Cathedral family.

Specific application of the Privacy Statement

If you are a member of *Chichester Cathedral Friends* we will share your email address (if we have it) with *Chichester Cathedral Communications Department* so that you can receive the Cathedral's e-Newsletter and other items of news about the Cathedral and its activities. We will also share your email address (if we have it) with *Chichester Cathedral Restoration & Development Trust* so that you can receive news and information about the Trust's activities. We will not share any information we hold about you with other members of *Chichester Cathedral Friends*.

If we are notified of the death of a member of *Chichester Cathedral Friends* we will notify *Chichester Cathedral Communications Department*, *Chichester Cathedral Vergers' Office* and *Chichester Cathedral Restoration & Development Trust*. We do this because it may be the case that the deceased person's details are also held by these other organisations. It is often the case that a person notifying us of the death of a member assumes that all other parts of the Cathedral's organisation will automatically receive the information.

If you have signed a Gift Aid declaration, we will tell HMRC that we have a signed Gift Aid declaration on file and when we make our routine Gift Aid claims we will tell HMRC if we have received a subscription payment or donation from you, when it was received and the amount we received. HMRC may ask to see a copy of your Gift Aid declaration as part of their audit procedure. If this happens, we will provide the copy to HMRC. We will notify you, but we will not seek your permission.

If you buy a ticket for a *Chichester Cathedral Friends* Event we will not share any information collected about you or your purchases with any other organisation.

If you are on our mailing list of Parish and Village Newsletter Editors we will share your email address (if we have it) with *Chichester Cathedral Communications Department* so that you can receive the Cathedral's e-Newsletter and other items of news about the Cathedral and its activities. We will also share your email address (if we have it) with *Chichester Cathedral Restoration & Development Trust* so that you can receive news and

information about the Trust's activities. We will not share any information we hold about you with other people on the mailing list.

The lawful basis for our sharing policy described in our Privacy Statement is Legitimate Interests and Legal Obligations (for Gift Aid) (See topic 10)

6. [How to contact us](#)

Write to us at Chichester Cathedral Friends, The Royal Chantry, Cathedral Cloisters, Chichester, PO19 1PX

Telephone us on 01243 812980

Please leave a message if we don't answer and we will call back

Website www.chichestercathedral.org.uk/friends

By email

| | |
|-------------------------------------|--|
| General enquiries | friends@chichestercathedral.org.uk |
| Friends Secretary / Trustee contact | hcastlesmith@gmail.com |
| Membership Secretary | davidnicol@chichestercathedral.org.uk |
| Events information | hcastlesmith@gmail.com |

Drop in and meet us

The Friends Office is open on Tuesday and Friday mornings from 10.00 am to 1.00 pm.

The Cathedral receptionist will be pleased to give you directions to where we are located.

GDPR Roles

| | |
|-------------------------|--|
| Data Controller | Chichester Cathedral Friends |
| Data Protection Officer | Not required |
| Data Processors | Howard Castle-Smith, David Nicol, John Gardner, Malcolm Gill |

7. [How you can access and manage the information we have about you](#)

At any time you can ask us to provide you with a copy of the information we hold about you and we will respond as promptly as we can. We are very dependent on you to keep us notified of changes to the information we hold about you. You can tell us about changes by telephone, email or by letter and we will record changes on our database as soon as we can. From time to time we may send you a copy of the information we hold about you and ask you to verify it.

8. [How long we keep information about you](#)

If you are a member of *Chichester Cathedral Friends* we will delete your contact and subscription payment information as soon as we can after you cease to be a member unless you have signed a Gift Aid declaration. You cease to be a member if you contact us and tell us that you no longer wish to be a member, if you die or if you stop paying your annual subscription.

If you have signed a Gift Aid declaration we will keep your membership and payment records for 12 months from the date when you stopped being a member. This is because we occasionally get requests from executors of wills, or HMRC for information about Gift Aid we may have claimed.

If you have contacted us by email or by letter we will not attempt to find and remove these items from our records in the event that you cease to be a member but we will not use the information in these records for any purpose.

If you have bought tickets for a Chichester Cathedral Friends event we will delete your contact and payment information from the *TicketSource* database as soon as we can after you cease to be a member.

If you are on our mailing list of Parish and Village Newsletter Editors we will keep your record until you or someone else with authority to do so informs us of a change.

If we have shared your contact information with *Chichester Cathedral Communications Department* or *Chichester Cathedral Restoration & Development Trust*, we will notify them as soon as we can after you cease to be a member.

9. How to ask us to forget you

Notwithstanding how we normally process records when someone ceases to be a member of *Chichester Cathedral Friends* if you want us to completely forget you, you must write to us. We will delete all records and information we hold about you and if we have shared your contact information with *Chichester Cathedral Communications Department* or *Chichester Cathedral Restoration & Development Trust*, we will notify them that they need to remove any records that they have received from us. You should note that if we do delete your information you will of course cease to be a member of *Chichester Cathedral Friends*, and your Gift Aid declaration will become null and void.

10. What are the lawful bases for processing?

The lawful bases for processing are set out in Article 6 of the GDPR. At least one of these must apply whenever we process personal data:

- a. **Consent:** the individual has given clear consent for you to process their personal data for a specific purpose.
- b. **Contract:** the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.
- c. **Legal obligation:** the processing is necessary for you to comply with the law (not including contractual obligations).
- d. **Vital interests:** the processing is necessary to protect someone's life.
- e. **Public task:** the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.
- f. **Legitimate interests:** the processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests. (This cannot apply if you are a public authority processing data to perform your official tasks.)