

## Privacy notice - how we protect and use your data

### Introduction

The following document defines Chichester Cathedral Restoration & Development Trust CIO's (the 'Trust') approach to the use of your data.

The notice is readily available on the website or on request. Appropriate reference to it 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 in some other way already associated with Chichester Cathedral.

The Trust is a Charitable Incorporated Organisation (CIO). Registered number 1156729.

The Trust is registered with the Information Commissioner's Office (ICO).

### The Chichester Cathedral Organisation

Chichester Cathedral Trust is part of the wider Cathedral family comprising the Trust, Chichester Cathedral Friends and the Cathedral itself, which together form the 'Chichester Cathedral organisation'. We continue to work closely with colleagues across the organisation which may involve us sharing your information with them. This information will only be shared to reflect your interests in the Cathedral.

You can ask us not to do this, at any time, by writing to us at our registered address.

### Privacy Notice

The Trust is a registered charity that supports the restoration and development of Chichester Cathedral through fundraising activities. The charity is governed and managed independently of the Cathedral and its staff. This Privacy Notice explains how the Trust 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
6. How you can access and manage the information we have about you
7. How long we keep information about you
8. How to ask us to forget you
9. How to contact us

## 1. What information we collect about you

We collect information about you when you request to be sent information about our work, make a donation, make a Gift Aid declaration or buy a ticket for one of our events. Website usage information may be collected using cookies.

**When you make a donation** to the Trust, unless you do so anonymously, we may collect your

- contact information (this may include address, phone numbers, email addresses or any other information you choose to provide.)
- the donation amount
- the method of payment
- the payment date
- any correspondence from you or record of conversations with you associated with the donation
- correspondence from us acknowledging the donation

**When you make a Gift Aid declaration** for the Trust we collect your

- address
- name
- signature
- the date of your declaration

**When you request to be kept informed of our work** we may collect your

- contact information (this may include address, phone numbers, email addresses or any other contact information you choose to supply.)
- nature of interest in the Trust and/or the wider Cathedral organisation

**When you buy a ticket for** a Trust event we may 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
- Any relevant opt-in choices presented at the time of the booking that you have selected

## 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 the work and fundraising challenges of the Trust, its activities and events and to send you information about other members of the Chichester Cathedral organisation and its activities and events.

**If you make a donation or have expressed interest in our work** we may use your information to

- send you our biannual newsletter
- write to you about specific fundraising challenges and/or special events
- write to you about activities across the Chichester Cathedral Organisation that reflect your interests

**If you make a donation** to the Trust we use your information to

- acknowledge your donation
- comply with financial regulations

**If you to make a Gift Aid declaration** for the Trust 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
- comply with Gift Aid regulations

**If you buy a ticket for** a Trust event we may use your information to

- provide the event team with a list of people expected to attend the event
- if appropriate, provide the event team 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
- maintain a record of areas that are of interest to you

### **Public sources of information**

As a fundraising charity it is important that we ensure our interactions with you best reflect your interests in the Cathedral. We may gather information about you from publicly available sources (for example Companies House, the Electoral Register and the media) to help us to understand more about you as an individual and your ability to support us. We may carry out wealth screening, a process which would use a trusted third-party partner to automate some of this work. By doing this, we can focus the interactions we have with you, about supporting us, in the most effective way. Thereby reducing the number of generic or unsuitable interactions and ensuring that you receive a more tailored and engaging experience.s

You can ask us not to do this at any time by writing to us at our registered address.

## **3. How we keep the information about you secure**

All the information we collect from you is held in computerised records or paper records. If you provide information to us on paper, we transfer it to our computerised records and destroy the paper, unless we are legally obliged to maintain documentation (for example records of financial transactions). Our computerised records are secured by a system of user identifications and passwords allocated to authorised users. Only authorised users are able to access your personal information.

### **Communications, Donations and Gift Aid**

We use a supporter database application called *ProgressCRM*<sup>™</sup>. This is a self-contained application which we have installed on the Chichester Cathedral network where access is controlled and back-up and recovery management procedures exist. We use this application to keep track of your financial transactions, communications history, areas of interest and Gift Aid declarations. If you have made a Gift Aid declaration we use this application to produce the necessary returns to HMRC to claim Gift Aid when it is due. We do not have access to your tax records held by HMRC. We keep the original copy of your Gift Aid declaration in a secure office in order to comply with Gift Aid regulations.

### **Ticket Sales**

We occasionally use a third-party ticketing vendor called *TicketSource* to sell tickets to our events. When you purchase a ticket from *TicketSource*, which can be done online using the internet or by telephone to a *TicketSource* number we collect your contact information, which tickets you purchased, how much you paid for them, any donation you may have chosen to add and how you paid. This information is held securely by *TicketSource* on its computers. We make some of this information available to our event teams to assist with event management. We may cross reference this information with the information we hold on our supporter database in order to ensure we maintain an accurate picture of your interactions with us and your interest areas.

*TicketSource* does not share this information with any other organisation unless you have given explicit consent for them to do so during your registration or booking.

## **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 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.

We may make use of publicly available sources of information (e.g. the phone book) should we have a need to contact you for a specific purpose and find that we have inaccurate contact information about you.

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

Chichester Cathedral Trust is part of the wider Cathedral family comprising the Trust, Chichester Cathedral Friends and the Cathedral itself, which together form the 'Chichester Cathedral organisation'. We continue to work closely with colleagues across the organisation which may involve us sharing your information with them. This information will only be shared to reflect your interests in the Cathedral.

You can ask us not to do this, at any time, by writing to us at our registered address or sending an email to [trustadmin@chichestercathedral.org.uk](mailto:trustadmin@chichestercathedral.org.uk).

We will not share your information with any other organisation not related to Chichester Cathedral, with specific exceptions as referenced below, unless we have your permission to do so.

Specific exceptions being:

- Where we have a legal obligation to do so, for example to comply with financial regulations
- With a small number of trusted suppliers necessary for the effective operation of the charity. For example a printer producing our newsletter mailing. In these cases we will only share the necessary information to undertake the activity and ensure that their data policies are in line with ours and that they will not use the data for any other purpose.

**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 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 you buy a ticket** for a Trust event we will not share any information collected about you or your purchases with any other organisation, unless we are required to share a basic level of information (for example your name and postcode to produce an on the door guest list) with any organisation/venue that is hosting the event. We will never share anything more than this basic level of information, with the exception of any specific requirements you have asked us to take account for the event (for example accessibility or dietary restrictions).

## 6. How you can access and manage the information we have about you

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. 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.

## 7. How long we keep information about you

**If you have made a donation, bought a ticket and / or signed a Gift Aid declaration** we will keep your records for the minimum financial requirements in force at that time. If you are a regular supporter of the Trust we will maintain these records indefinitely until such time as your interactions with us have ceased and the minimum financial requirement timelines have passed (presently 6 complete tax years).

**If there has been any interaction between us by telephone, email or by letter** we will maintain these records indefinitely until such time as your interactions with us have ceased for a period of 5 years. This is due to the fact that we have a large number of supporters whose interactions with us are infrequent, often with lengthy time periods between interactions.

**If you have indicated at any time that you may have included us in your will** we will retain your details indefinitely for the purposes of legacy administration.

## 8. How to ask us to forget you

Notwithstanding how we normally process records, if you want us to completely forget you or delete all your information, you must write to us. We will delete all records and information we hold about you, with the exception of your name and address in order to record your instruction and to maintain a suppression list if you have indicated that you do not want to be contacted by us in the future. You should note that if we do delete your information any Gift Aid declaration we may hold for you will also be cancelled.

We will not be able to delete certain information until legislative timeframes have passed (e.g. financial transactions).

## 9. How to contact us

**Write to us:** Chichester Cathedral Restoration & Development Trust, The Royal Chantry, Cathedral Cloisters, Chichester, PO19 1PX

**Telephone us:** 01243 812480  
*Please leave a message if we don't answer and we will call back*

### By email

For data specific enquiries: **trustadmin@chichestercathedral.org.uk**

For general enquiries: **trust@chichestercathedral.org.uk**

**Website** [www.chichestercathedraltrust.org.uk](http://www.chichestercathedraltrust.org.uk)