

# The Friends of Exeter Cathedral

## PRIVACY POLICY

### 1. INTRODUCTION

The Friends of Exeter Cathedral is committed to protecting your privacy and security. This policy explains how and why we use your personal data, to ensure you remain informed and in control of your information.

From 25 May 2018, The Friends of Exeter Cathedral will adhere to the rules which govern how we can communicate with you and a new regulation on personal data (the General Data Protection Regulation) coming into force. This means you'll have the choice as to whether you want to receive contacts and be able to select how you want to receive them (e.g. email, phone, SMS or post).

You can decide not to receive communications or change how we contact you at any time. If you wish to do so please contact our office by emailing [friends@exeter-cathedral.org.uk](mailto:friends@exeter-cathedral.org.uk), or writing to The Friends of Exeter Cathedral, The West Wing, The Palace, Exeter, EX1 1HY.

We will **never** sell your personal data, and will only ever share it with organisations we work with where necessary and if its privacy and security are guaranteed.

#### Questions?

Any questions you have in relation to this policy or how we use your personal data should be sent to [friends@exeter-cathedral.org.uk](mailto:friends@exeter-cathedral.org.uk) or addressed to The Office Manager, The Friends of Exeter Cathedral, The West Wing, The Palace, Exeter, EX1 1HY.

### 2. ABOUT US

Your personal data (i.e. any information which identifies you, or which can be identified as relating to you personally) will be collected and used by The Friends of Exeter Cathedral (charity no. 207096).

The Friends of Exeter Cathedral is based at The West Wing, The Palace, Exeter, EX1 1HY.

### 3. WHAT INFORMATION WE COLLECT

#### Personal data you provide

We collect data you provide to us, which includes information you give when joining, placing an order or communicating with us. For example:

- personal details (name, email, address, telephone etc.) when you join as a member
- financial information (payment information such as standing order details and whether donations are gift-aided )

We do not receive personal data about individuals from third parties.

### **Sensitive personal data**

We do not collect or store sensitive personal data (such as information relating to health, beliefs or political affiliation) about members.

## **4. HOW WE USE INFORMATION**

We only ever use your personal data where it is necessary in order to:

- enter into, or perform, a contract with you;
- comply with a legal duty;
- protect your vital interests;
- for our own (or a third party's) lawful interests, provided your rights don't override the these.

In any event, we'll only use your information for the purpose or purposes it was collected for (or for closely related purposes):

### **Marketing**

We use personal data to communicate with members, to promote The Friends of Exeter Cathedral and to help with fundraising. This includes keeping you up to date with our news, campaigns and fundraising information. For further information on this please see **Section 6 (Marketing)**.

### **Administration**

We use personal data for administrative purposes (i.e. to carry on our charity work). This includes:

- receiving donations (e.g. standing order or gift-aid instructions)
- maintaining a database of our members
- performing our obligations under membership contracts
- fulfilling orders for goods or services
- helping us respect your choices and preferences (e.g. if you ask not to receive specific material, we'll keep a record of this).

## 5. DISCLOSING AND SHARING DATA

We will **never** sell your personal data. We may contact you with information about our partners, or third party products and services, but these communications will always come from The Friends of Exeter Cathedral and are usually incorporated into our own marketing materials (e.g. advertisements in magazines or newsletters).

We may share personal data with subcontractors or suppliers who provide us with services;

- to despatch our twice yearly mailings to members, your name and address will be shared with our mailing house.
- so that some of the benefits of your membership can be administered by Exeter Cathedral

However, these activities will be carried out under a contract which imposes strict requirements on our supplier to keep your information confidential and secure.

## 6. MARKETING

From 28 May 2018, The Friends of Exeter Cathedral will allow its supporters to “opt-out” for most communications. This includes all our marketing communications (the term marketing is broadly defined and, for instance, covers information about The Friends of Exeter Cathedral).

This means you’ll have the choice as to whether you want to receive these communications and be able to select how you want to receive them.

You can decide not to receive communications or change how we contact you at any time. If you wish to do so please contact our office by emailing [friends@exeter-cathedral.org.uk](mailto:friends@exeter-cathedral.org.uk), writing to The Friends of Exeter Cathedral, The West Wing, The Palace, Exeter EX1 1HY or telephoning 01392 423931 (Office open 9am – 1pm, Mon – Thurs excluding Bank Holidays).

### What does ‘marketing’ mean?

Marketing does not just mean offering things for sale, but also includes news and information about:

- our charity, campaigns and conservation work
- The Friends of Exeter Cathedral benefits and offers
- appeals and fundraising (including donations)
- our events and activities
- products, services and offers (our own, and those of third parties which may interest you);
- leaving a legacy

## **Newsletters and magazines**

Membership magazines, including our Annual Reports and Newsletters, are provided as a benefit to our members. We send these out to all our members unless you specifically ask us not to.

## **Fundraising**

As a charity, we rely on donations and membership subscriptions to continue our work. From time to time, we may contact members and supporters with fundraising material and communications.

## **7. HOW WE PROTECT DATA**

We employ a variety of physical and technical measures to keep your data safe and to prevent unauthorised access to, or use or disclosure of your personal information.

Electronic data and databases are stored on secure computer systems and we control who has access to information (using both physical and electronic means).

## **8. STORAGE**

### **Where we store information**

The Friends of Exeter Cathedral's operations are based in the UK and we store our data within the European Union.

### **How long we store information**

We will only use and store information for as long as it is required for the purposes that it was collected for. How long information will be stored for depends on the information in question and what it is being used for. For example, if you ask us not to send you emails, we will stop storing your email address and we'll keep a record of your preference not to be emailed.

We continually review what information we hold and delete what is no longer required.

## **9. KEEPING YOU IN CONTROL**

We want to ensure you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- the right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as subject access request);
- the right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason);
- the right to have inaccurate data rectified;

- the right to object to your data being used; and
- where technically feasible, you have the right to personal data you have provided to us which we process automatically on the basis of your consent or the performance of a contract. This information will be provided in a common electronic format.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you would like further information on your rights or wish to exercise them, please write to our Office Manager at The Friends of Exeter Cathedral, The West Wing, The Palace, Exeter, EX1 1HY or email [friends@exeter-cathedral.org.uk](mailto:friends@exeter-cathedral.org.uk).

## **Complaints**

You can complain to The Friends of Exeter Cathedral directly by contacting our Office Manager using the details set out above.

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at [www.ico.org.uk](http://www.ico.org.uk)

## **10. CHANGES TO THIS PRIVACY POLICY**

We will amend this Privacy Policy from time to time to ensure it remains up-to-date and accurately reflects how and why we use your personal data. The current version of our Privacy Policy will always be posted on our website.

This Privacy Policy was last updated on 23.5.2018.