CHIDDINGSTONE CASTLE

HISTORIC HOUSE • COLLECTIONS • VENUE

Privacy Notice

When you visit us or support us as a volunteer, employee or donor, you trust us with your personal data. We take that very seriously and are committed to ensuring that we protect your data and to allowing you to stay in control of your own information. This notice outlines the ways in which we collect and use your personal data and why we do this. We will not sell your personal data and we will only share it with organisations that we work with when it is necessary and when we are confident that its privacy and security can be guaranteed.

1. About us

Chiddingstone Castle acts on behalf of two companies, the 'Denys Eyre Bower Bequest', a registered charity (no. 291203) and 'Chiddingstone Castle Events Limited', a limited company (no. 6291588).

In this notice, "we", "us" or "our" refers to Chiddingstone Castle, acting on behalf of both the 'Denys Eyre Bower Bequest' and 'Chiddingstone Castle Events Limited'.

If you have any queries about this privacy notice or how we use personal data, please contact the Data Protection Officer on hello@chiddingstonecastle.org.uk, or write to Data Protection, Chiddingstone Castle, Chiddingstone, Edenbridge, Kent, TN8 7AD.

2. What personal data do we collect?

2.1 Personal data provided by you

You may provide us with data when you visit us, host an event with us, communicate with us, or join the team as a member of staff or volunteer.

This could include:

- Personal details (such as name, email address, telephone number and home address) when you join as a volunteer, arrange a group visit, write to us, donate an object, or when you book tickets to an event;
- Financial information (such as payment details and whether your donation is eligible for Gift Aid) when you make a purchase or donation;
- Survey responses (including any opinions you express about your visit and details of your participation in other arts and cultural activities).

2.2 Personal data created by your involvement with us

Personal data will also be created as a result of your involvement with us, for example:

- Records of volunteering or employment;

- Details of when and how you donate and whether that is for a specific purpose.

2.3 Information from third parties

Sometimes third parties will provide us with your data, usually to allow us to provide a service to you. For example:

- Our partners provide us with data when you use the internet to purchase tickets to our events, make a donation or sign up to our mailing list;
- Local volunteering centres provide us with your details when you express an interest in supporting us;
- Tourist organisations, wedding or photography or film recommendation publications and websites provide us with your details when you express an interest in working with us;
- Social media sites (such as Facebook, Twitter and Instagram) may provide us with aggregate information about use of our social media pages.

Please note our website is hosted by Wordpress.com. When you visit or interact with our website or sign up for a Wordpress.com account they will collect their own data about you. For your information, please see their own Privacy Policy (https://automattic.com/privacy). Some of this data is then shared with us, including:

- Public information (such as screenname and public profile) of anyone who follows, likes, or comments on a page on our website;
- Aggregate information about use of our website, including pages visited, the country you accessed our website from, and how you found us (including search engine terms).

Third parties will only share your data with us when you have given your permission. You should look at their Privacy Policies to understand when and how they do this.

2.4 Sensitive personal data

We will occasionally collect sensitive personal data, for example:

- If you are a member or staff or volunteer with us we may collection information about your medical conditions, criminal record and trade union affiliation;
- If you have an accident at Chiddingstone Castle and we need to record details of this for legal and insurance reasons;
- To monitor our visitor and workforce demographics, which we do at aggregate level.

3. How do we use your personal data?

We only use your personal data in the ways that we are permitted to by law. If we collect data for a particular reason, we will use it for that same reason, taking your preferences into account if appropriate.

Our main uses of your personal data are as follows:

3.1 Marketing communications

We like to send information which we think will be interesting and relevant to our visitors and supporters. This may include news of the Castle, Collections and details of forthcoming events and

fundraising campaigns. We will only send you thins information with your agreement and we will never share your information with other companies for marketing purposes. You are welcome to change your mind at any time. We sometimes use third parties (such as our email provider Mailchimp, our ticketing partners Live.It, our payment system iZettle, vouchers via Virgin Experience) to capture this data on our behalf, but only when we are confident that they will treat your data securely and in line with the law.

3.2 Fundraising and donations

If you make a donation, we record the personal information you give us as a record of the nature and amount of your gift. This allows us to thank you and to use your donation as intended. With your permission we will also claim Gift Aid on your donation, if you are eligible. We may also make notes of relevant information provided in postal, telephone, email or social media communications.

If you have told us that you plan to leave us a gift in your will, we will also keep a record of this using the information you provide us. This allows us to use your legacy as you intended. We may also make notes of relevant information provided by you or your representative (for example, a solicitor) in postal, telephone, email or social media communications.

If you make a significant donation we are legally obliged to carry out a due diligence process to assure us of the provenance and ethical principles of your donation. We do this by using publically available information. If this applies to your donation we will explain the process in more detail at the time.

3.3 Enquiries

If you contact us with a general enquiry (for example asking us to contact you to confirm opening times, to answer an historical question, to enquire about hosting your wedding or an event at the Castle) we will use the personal data you provide to respond to that enquiry. Your data will only be used for this purpose unless you request otherwise.

3.4 Collections management

If you donate or lend an object to use we are required to collect and retain personal information in order to prove ownership and provenance. We will also retain relevant information that you provide in postal, telephone, email or social media communications in order to support our knowledge of items in the Collection.

If you visit us to carry out research using items in our Collection we will collect and retain your personal details to allow us to confirm your identity and to provide you with a service.

3.5 Bookings (events, groups, schools, conference, weddings)

We process data you provide in order to allow you to attend our events and to provide the best possible experience for your group, school, conference, wedding or event guests. We will use your data to contact you to confirm or clarify details and to resolve any problems that may arise. If you order catering for your visit we may also collect data regarding dietary preferences or requirements.

3.6 Retail sales

We process data in order to fulfil any purchase you make where we need to send an item to you. We will use your data to confirm receipt of payment and despatch of order, as well as to contact you if there are any problems or if we require further information.

3.7 Research

We carry out research with our visitors in order to understand your experience at the Castle and to make improvements where necessary. Any research we carry out is entirely optional and we will tell you at the time what data we will be collecting and why. We may ask you for sensitive personal data (for example gender, ethnicity) but you do not have to provide this data if you would prefer not to. Any sensitive personal data we collect will only be used at an aggregate level.

3.8 Volunteer management

When you volunteer with us, or make an enquiry about volunteering, we need to use your personal data to communicate with you. Before you start volunteering we may ask you to complete an application form so that we can find out more about your suitability for the role and we will also take up basis references. During your time volunteering with us we will record details of your shifts and any training courses you've carried out. We also ask for emergency contact details and whether you want to tell us about any health issues so that we can keep you safe when volunteering with us. We will also contact you with details of forthcoming shifts, training and important messages relating to your volunteering at the Castle.

We may also share anonymised aggregate data about volunteers with our funders and supporters so that they can understand the contribution you are making.

3.9 Recruitment and employment

We process personal data about job applicants and employees in order to fulfil our legal obligations and to best support our employees in their work. This data may include, but is not limited to: job applications, payroll, bank account, pension, postal address, emergency contact details, tax, training records, eligibility of right to work, sickness and absence records, performance reviews and disciplinary records. We may also collect sensitive personal data including criminal convictions, health, racial and ethnic origin, sexual orientation, trade union membership or religious beliefs. This will be used for equal opportunities monitoring, recording sickness absence and making necessary adjustments, and to uphold our legal responsibilities. There are certain circumstances where the law permits us to collect sensitive personal data without an employee's explicit consent, although in practise processing will normally require the employee's knowledge and consent, where appropriate.

4. Disclosing and sharing data

At times we may have to provide your personal data to the Police or other law enforcement agencies if they are investigating suspected illegal activities. Otherwise, we will only share your information with third parties under the following circumstances:

- With your permission;
- When we use trusted companies to provide services on our behalf, for example sending and receiving emails, collecting card payments, carrying out visitor research, payroll, claiming Gift Aid, collecting donations and selling event tickets;
- If you register to attend an event we run in partnership with a third party however, we will tell you more about this when you sign up;
- If we change our legal status or form a new legal entity.

We may at times provide aggregate statistics about volunteers, employees, visitors and website users to funders and other reputable organisations for the purposes of demonstrating our work and operations, however this data will never include any personally identifiable information.

We will never sell your personal data, nor share it with anyone who cannot demonstrate that they will keep it securely and only use it for its intended purpose.

5. Young people

We may need to collect names of young people when they take part in certain activities at the Castle, this may be school visits, education days or events.

Parents or teachers may provide us with details of health, including any allergies, during school visits or events in order to keep their children safe, however this data will be destroyed once the visit is over.

We may collect the names, date of birth and photographs of young people for publicity with the express consent of their parent or guardian. Sometimes young people volunteer or carry out work experience with us and we will need to collect data, with parental consent, in order to support them in their work.

We will not knowingly send marketing information to, or accept donations, orders or bookings, from young people under the age of 18.

6. How we protect data

We take great care of your data and protect it both physically and electronically. All of our staff and volunteers have access to our GDPR Policy within the Staff and Volunteer Handbooks.

We adhere to PCI-DSS compliance which is the international standard for payment card security.

Our operations are based in the UK, however some of our service providers operate outside of Europe and may transfer your data outside of the EEA. We will only allow them to do this if we are confident that your data is adequately protected, for example through the US Privacy Shield Framework.

7. Retention of data

We will only retain your data for as long as it is needed to fulfil the purposes for which it was collected, or as we are required to by law. We delete or destroy data when it is no longer required.

8. Control of your data

Unless subject to an exemption, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for us to retain such data;

- The right at any time to withdraw your consent to your data being processed;
- The right to request that we provide you with your personal data and, where possible, to transmit that data directly to another data controller;
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data;
- The right to lodge a complaint with the Information Commissioner's Office.

If you wish to exercise these rights, or find out more about them, please contact us.

9. How to contact us

If you wish to contact us about this Privacy Notice, or if you wish to exercise your rights, please contact: Data Protection, Chiddingstone Castle, Hill Hoath Road, Chiddingstone, Edenbridge, Kent, TN8 7AD

You can also email hello@chiddingstonecastle.org.uk with the Subject Line: Data Protection Enquiry

10. Cookies and third-party websites

Our website uses local storage (such as cookies) to improve your browsing experience. Our website contains links to other websites. Please note that our Privacy Notice does not apply to these websites and we accept no responsibility or liability for any of these policies. You are advised to check the privacy policies of each website before you submit any personal data.

11. Changes to this privacy notice

We update this Privacy Notice from time to time to ensure it complies with the law and accurately reflects the ways in which we use your personal data. The current version will always be found on our website (www.chiddingstonecastle.org.uk/policies) This Privacy Notice was last updated on 24 May 2018.