

DATA PRIVACY NOTICE

WELLS CATHEDRAL

Wells Cathedral values the personal information you provide to us and your privacy is extremely important to us. Please give the time to read this privacy notice as it provides you with details on how we collect and use your personal information.

For the purposes of data protection, the Chapter of Wells Cathedral is the data controller. Contact details are below. It decides how your personal data is processed and for what purpose.

Who are we?

Wells Cathedral is an ecclesiastical corporation: the seat of the Bishop of Bath & Wells and a centre of worship, choral music and mission. It is a focal point for services and celebrations for those worshipping in churches throughout the diocese and is a spiritual space for people of all faith, no faith or any faith. It is also a unique and priceless heritage asset, attracting visitors from across the world. Wells Cathedral also offers facilities for visits by schools and is an immensely rich learning resource for children and adults. Very significant numbers of volunteers assist in keeping cathedrals open for the public to enjoy.

Wells Cathedral is comprised of:

- The Corporate Body of Wells Cathedral (Exempt Charity, HMRC Charity Reference Number X7886)
- Wells Cathedral Publications Ltd. (Company registration number 01007081)
- Wells Cathedral Catering Ltd. (Company registration number 01772974)
- Wells Cathedral Enterprises Ltd. (Company registration number 01778666)

Your personal data

Personal data means any information relating to an identified or identifiable natural person (known as the “data subject”). The processing of personal data is governed by the General Data Protection Regulation (the “GDPR”).

Why do we hold your personal data?

Wells Cathedral holds your personal data:

- To support the mission of the Church of England, the Diocese of Bath & Wells and its Bishops
- To raise funds to ensure the Cathedral remains open and fit for purpose to fulfill all its various roles
- To manage its employees and volunteers
- To maintain its accounts and records (including the processing of gift aid claims)
- To inform you of news, events, activities and services on at Wells Cathedral
- To manage safeguarding and the provision of safeguarding training
- To manage the website

- To manage the security of key areas of the Cathedral by use of CCTV
- To enable the purchase of tickets and goods in the Cathedral Shops
- To manage enquiries or complaints from people who approach the Cathedral for any reason

What data do we hold?

To enable us to support the mission of the Church of England, the Diocese of Bath & Wells we have a legitimate interest in holding the personal data of:

- Chapter members
- Committee members of the bodies required by the Constitution and Statutes of the Cathedral and any sub-groups
- Schools, including contact details of key contact points and, in the case of Wells Cathedral School, choristers and chorister parents
- Cathedral employees
- Cathedral volunteers
- Job applicants
- Cathedral contractors

What personal information do we collect from you?

We may collect the following personal information from you:

- Personal and contact details
- Family details in some circumstances (e.g. partner's name)
- Office or role in the Cathedral
- Courses or training events attended
- Financial details, where needed, to make payments:
 - For more information about how our payment processors use your data, please view the appropriate privacy policy:
 - Natwest Bankline: <https://personal.natwest.com/global/privacy.html>
 - BACS: https://www.bacs.co.uk/Pages/PSW_Privacy_Statement.aspx
 - Worldpay: <https://www.worldpay.com/uk/worldpay-privacy-notice>
- Cookies:
 - Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. The information is used to track visitor use of the website and to compile statistical reports on website activity.
 - For more information about Cookies please visit:
 - www.aboutcookies.org
 - www.allaboutcookies.org

NOTE: You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

How do we use your personal information?

We use your personal information to:

- Provide you with information about products or services you have requested from us, or which we feel may interest you within your consented contact preferences. We may also use your data to carry out our obligations to you from any contract entered into between you and us.
- We may share your data with third parties where they are processing your personal data on behalf of Wells Cathedral (for example, in the distribution of a mailing to which you have subscribed), and always in line with our privacy policy.
- We may also share your personal data where we are required to do so by law.
- We will never sell or rent your personal data to third parties for their own marketing, market research or commercial purposes.
- We do not store your full payment details when you make donations or payments via our website using our payment providers.
- We will continue to use your data for as long as you are in contact with us. If we lose touch, your data will be held for no more than three years from your last inbound contact, other than where we have a statutory requirement to store it for longer.
- Should you ask us to delete your personal information we will do so, other than where we have a statutory requirement to hold it for a set period of time.

Legal basis for using your personal information

There are a number of ways that we may have a legal basis to use your personal information.

- Most of the data is processed because it is necessary for the cathedral's legitimate interests. Examples of this would be to deliver the Cathedral's mission to the community; its safeguarding work to protect children and the vulnerable at risk; to carry out work with Cathedral volunteers, charitable activities and fundraising; and to administer the Cathedral. We will always take into account the interests, rights and freedoms of those whose personal data we collect.
- Some of the Cathedral's processing is necessary for compliance with a legal obligation, for example the requirements of the Cathedral Constitution and Statutes include the administration of the Community Roll or collating signing-in details at some Cathedral activities to comply with health and safety activities.
- The Cathedral may process data if it is necessary for the performance of a contract, or to take steps to enter into a contract. Examples of this would be processing information relating to professional contractors and suppliers.
- The Cathedral may send out information where you have expressly provided your consent to Wells Cathedral to be contacted for a specific purpose e.g. by subscribing to a defined mailing list or area of interest.

- Churches are also permitted to process information about a person's religious beliefs to administer membership of groups or contact details.

Keeping your personal information secure

The Cathedral complies with its obligations under the GDPR by:

- Keeping personal data up to date (we rely on you to help the Cathedral do this by letting us know of changes)
- Storing it securely
- Only collecting the data needed for specific purposes and not using it for any other purpose without consent
- Only collecting the data we need for the purpose we are using it
- Protecting personal data from loss, misuse, unauthorised access and disclosure
- Ensuring that appropriate technical measures are in place to protect personal data

Access to your data

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

- The right to request a copy of your personal data which the Cathedral holds about you (this is called a "data subject access request", for which we have a separate policy)
- The right to request that the Cathedral corrects any personal data if it is found to be inaccurate or out of date
- The right to request that the Cathedral erases your personal data where it is no longer necessary for it to retain such data
- The right to withdraw your consent to the processing at any time
- The right to request that the data controller provide the data subject with his/her personal data and, where possible, to transmit that data directly to another data controller (known as data portability)
- 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 (where applicable)
- The right to lodge a complaint with the Information Commissioner's Office

How to contact us

Please contact us if you have any questions about our privacy policy:

- By email to Ruth Clacee-Rowe at data@wellscathedral.uk.net
- Write to us at: The Cathedral Offices, Chain Gate, Cathedral Green, Wells BA5 2UE
- Telephone 01749 674883

You can contact the Information Commissioner's Office (ICO) on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.