

Community of Our Lady of Walsingham Data Protection Privacy Statement

The Community of Our Lady of Walsingham, also known as COLW, is a charity registered in England and Wales with charity number 1150251. Its registered address is the House of the Divine Will, Neatherd Moor, Dereham, Norfolk, NR20 4AZ.

This Privacy Statement should be read carefully to understand how the Community of Our Lady of Walsingham, (COLW) collects, uses and stores personal data (meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier). COLW is committed to protecting the privacy of its members, guests, supporters and all other parties whose details it is from time to time made privy to ("Affiliates"). When Affiliates interact with COLW by phone, mail, in person or online, COLW receives personal information. This Privacy Statement tells Affiliates about how COLW collects, uses and stores Affiliates' personal information. If Affiliates have any queries about this Privacy Statement, COLW should be contacted at admin@walsinghamcommunity.org.

How COLW collects information about Affiliates

COLW may collect and store information about Affiliates whenever there is interaction with COLW. For example, when an Affiliate:

- makes a donation
- becomes a volunteer
- stays at one of COLW residential accommodation buildings
- comes on retreat
- signs up for information on one of COLW's websites
- signs up for a COLW event or activity
- gives COLW any other personal information.

COLW may also receive information about Affiliates from other parties – such as CharityCheckout, MyDonate – for a specific purpose, but only if Affiliates have given them permission to share their information.

What information COLW may collect

When there is interaction with COLW, it may ask Affiliates to provide their names, addresses, email addresses, telephone numbers and other personal information. COLW may also ask for details relating to residential stays, donations, gift aid and other payments where these details are necessary.

How COLW uses Affiliates' information

COLW will collect data from Affiliates for the

- Management of Affiliates' participation as volunteers or guests during its activities
- Administration of donations and legacies
- Communication about events, fundraising and other activities that COLW think may be of interest to Affiliates
- Compliance with its administrative duties, financial regulations and the law

Personal details collected in this way will only be used to provide COLW with information it would reasonably expect, or to which Affiliates have agreed to, in accordance with this Privacy Statement.

COLW promises to comply with its duties under the legislation to keep Affiliates' details secure. COLW will only share them with suppliers or professional agents working on its behalf, who comply with GDPR.

When COLW receives Affiliates' data, COLW will store them in its databases. These databases may only be accessed by members of the community or certain individuals and always via a secure password.

When Affiliates take part in retreats or events, it may be necessary for COLW to print off copies of their personal information for the purpose of registration. When COLW does this, it will ensure that any such documents are stored securely and are accessible only to appropriate individuals who require this information. COLW may also transport Affiliates' information in encrypted form on a device, such as a memory stick or laptop, where necessary.

COLW may use the details that Affiliates give it in order to contact them, unless they ask it not to. COLW will contact Affiliates to provide information about future activities in which they could participate, the Shrine development plans or about fundraising opportunities. If Affiliates have given COLW their postal addresses, email addresses or phone numbers and would prefer not to be contacted by these means, they can email COLW at admin@walsinghamcommunity.org.

Affiliates' consent

The legal basis on which COLW relies for processing Affiliates' data will be at least one of the following:

- Affiliates have provided their consent for COLW to use their data in a certain way.
- It is necessary for COLW to store and process Affiliates' data to comply with a legal obligation to which COLW is subject.
- It is in COLW's legitimate interests to process Affiliates' data, e.g. in order to process donations and administer the charity, provided

this is not unwarranted by reason of prejudice to them. (COLW's legitimate interest in such cases is to raise funds in pursuance of its charitable purposes. When COLW processes personal information for its legitimate interests, COLW makes sure that it considers and balances any potential impact on Affiliates, both positive and negative, and their rights under data protection laws. COLW will not use Affiliates' personal data for activities where its interests are overridden by the impact on them, unless COLW has their consent or is otherwise required or permitted to by law.)

Marketing Consent

COLW will only send Affiliates marketing information by e-mail, SMS/text, post or phone if they have given it specific consent. COLW will contact Affiliates for the following purposes: to give them information about forthcoming events and activities, or to support the work of COLW. If Affiliates withdraw their consent and then subsequently opt in, then their most recent preference may supersede such withdrawal.

Affiliates can opt out of COLW using their personal details for marketing at any time by emailing admin@walsinghamcommunity.org.

How COLW protects Affiliates' personal information

COLW aims to take appropriate physical, electronic and managerial measures to ensure that it keeps Affiliates' information secure, accurate and up-to-date and that COLW only keeps it as long as is reasonable and necessary.

Although COLW uses appropriate security measures, once COLW has received Affiliates' personal information, the transmission of information over the internet is never completely secure. COLW does its best to protect personal information. COLW cannot, however, guarantee the security of information transmitted from the COLW website. Therefore, any transmission is at the user's own risk. An exception to this are credit card details sent to the COLW website, which are passed securely to its payment processing partner, in accordance with the Payment Card Industry Security Standards.

How long COLW keeps Affiliates' data

COLW will keep Affiliates' personal data for no longer than is necessary for the purposes for which it is processed.

If Affiliates ask COLW not to contact them any more, COLW will keep some basic information about them

on its suppression list, in order to avoid sending them unwanted materials in the future.

Affiliates' credit card information

If Affiliates use their credit cards to donate to COLW, buy something from COLW or make a booking via the COLW website, COLW may pass Affiliates' credit card details securely to its payment processing partner as part of the payment process. COLW does this in accordance with the Payment Card Industry Security Standards. COLW does not store any credit card details on the website.

The COLW Archive

COLW holds an archive which records members, guest and volunteer attendance at its activities. This helps COLW maintain an historical record, and provides aggregate data about its members, volunteer and guest profiles. All data is stored securely.

How to find out what personal information COLW hold about Affiliates

Affiliates can request details of the personal information COLW holds about them under the GDPR. If Affiliates would like a copy of the information COLW holds on them, in the first instance they should email COLW at admin@walsinghamcommunity.org or write to the Data Protection Officer, House of the Divine Will, Neatherd Moor, Dereham, Norfolk, NR20 4AZ.

How to change the personal information COLW hold about Affiliates

If Affiliates want to update the information COLW holds for them, or if they think any information COLW holds about them is incorrect or incomplete, or if they wish COLW to delete the information that it holds about them, they should get in touch as soon as possible. They can contact COLW at admin@walsinghamcommunity.org or write to the Data Protection Officer, House of the Divine Will, Neatherd Moor, Dereham, Norfolk, NR20 4AZ.

Affiliates should let COLW know if they have any queries or concerns about the way that their data is being processed, by contacting COLW as above. They are also entitled to make a complaint to the Information Commissioner's Office. For further information see the Information Commissioner's guidance at <https://ico.org.uk/for-the-public/personal-information>.