

# The Walsingham Trust

## Data Protection Privacy Statement

The Walsingham Trust, also known as The Catholic National Shrine of Our Lady, is a charity registered in England and Wales with charity number 265755. Its registered address is the Pilgrim Bureau, Friday Market Place, Walsingham, Norfolk, NR22 6EG.

**This Privacy Statement should be read carefully to understand how the Walsingham Trust (WT) 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). The WT 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 the WT by phone, mail, in person or online, the WT receives personal information. This Privacy Statement tells Affiliates about how the WT collects, uses and stores Affiliates' personal information. If Affiliates have any queries about this Privacy Statement, the WT should be contacted at [dataprotection@walsingham.org.uk](mailto:dataprotection@walsingham.org.uk).

### How the Walsingham Trust collects information about Affiliates

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

- becomes a member of the Walsingham Association
- makes a donation
- becomes a volunteer
- stays at one of the Shrine's residential accommodation buildings
- comes on pilgrimage
- purchases goods from the Shrine shop
- signs up for information on one of the Shrine's websites
- signs up for a Shrine event or activity
- gives the WT any other personal information.

The WT 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 the Walsingham Trust may collect

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

### How the Walsingham Trust uses Affiliates' information

The WT will collect data from Affiliates for the

- Administration of membership(s)
- Management of Affiliates' participation as volunteers or guests during its activities
- Fulfilment of orders for goods and services
- Administration of donations and legacies
- Research and statistical analysis
- Communication about membership, events, fundraising and other activities that the WT 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 the WT with information it would reasonably expect, or to which Affiliates have agreed to, in accordance with this Privacy Statement.

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

When the WT receives Affiliates' data, the WT will store them in its databases. These databases may only be accessed by certain employees and always via a secure password. Employees may be given access to Affiliates' data on the databases, as necessary, to enable Affiliates' participation in the activities of the WT.

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

The WT may use the details that Affiliates give it in order to contact them, unless they ask it not to. The WT 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 the WT their postal addresses, email addresses or phone numbers and would prefer not to be contacted by these means, they can email the WT at [dataprotection@walsingham.org.uk](mailto:dataprotection@walsingham.org.uk).

### Affiliates' consent

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

- Affiliates have provided their consent for the WT to use their data in a certain way.

- It is necessary for the WT to store and process Affiliates' data to comply with a legal obligation to which the WT is subject.
- It is in the WT's legitimate interests to process Affiliates' data, e.g. in order to administer Affiliates' membership, process donations and administer the charity, provided this is not unwarranted by reason of prejudice to them. (The WT's legitimate interest in such cases is to raise funds in pursuance of its charitable purposes. When the WT processes personal information for its legitimate interests, the WT makes sure that it considers and balances any potential impact on Affiliates, both positive and negative, and their rights under data protection laws. The WT will not use Affiliates' personal data for activities where its interests are overridden by the impact on them, unless the WT has their consent or is otherwise required or permitted to by law.)

### **Marketing Consent**

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

Affiliates can opt out of the WT using their personal details for marketing at any time by emailing [dataprotection@walsingham.org.uk](mailto:dataprotection@walsingham.org.uk).

### **How the Walsingham Trust protects Affiliates' personal information**

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

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

### **How long the Walsingham Trust keeps Affiliates' data**

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

If Affiliates ask the WT not to contact them any more, the WT 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 the WT, buy something from the WT or make a booking via the Walsingham website, the WT may pass Affiliates' credit card details securely to its payment processing partner as part of the payment process. The WT does this in accordance with the Payment Card Industry Security Standards. The WT does not store any credit card details on the website.

### **Membership**

The WT will continue to hold, where relevant, personal information for the duration of Affiliates' membership of the Walsingham Association, and following their death, resignation or expulsion such data will be securely archived.

### **The Walsingham Trust Archive**

The WT holds an archive which records members, guest and volunteer attendance at its activities. This helps the WT 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 the Walsingham Trust hold about Affiliates**

Affiliates can request details of the personal information the WT holds about them under the GDPR. If Affiliates would like a copy of the information the WT holds on them, in the first instance they should email the WT at [dataprotection@walsingham.org.uk](mailto:dataprotection@walsingham.org.uk) or write to the Data Protection Officer, Pilgrim Bureau, Friday Market Place, Walsingham, Norfolk, NR22 6EG.

### **How to change the personal information the Walsingham Trust hold about Affiliates**

If Affiliates want to update the information the WT holds for them, or if they think any information the WT holds about them is incorrect or incomplete, or if they wish the WT to delete the information that it holds about them, they should get in touch as soon as possible. They can contact the WT at [dataprotection@walsingham.org.uk](mailto:dataprotection@walsingham.org.uk) or write to the Data Protection Officer, Pilgrim Bureau, Friday Market Place, Walsingham, Norfolk, NR22 6EG.

Affiliates should let the WT know if they have any queries or concerns about the way that their data is being processed, by contacting the WT 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>.