
DATA PRIVACY NOTICE

Your personal information is important to us at Retreat House Chester (registered charity 1163330), and we treat it with respect and care. We hope this Privacy Notice assists you in understanding our use of your data.

1. Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. The processing of personal data is governed by the General Data Protection Regulation (the “GDPR”).

2. Who are we?

Rob Croft elected by the trustees is the data controller (contact details below). This means he decides how the personal data we have about you is processed and for what purposes.

3. How do we process your personal data?

Retreat House Chester complies with its obligations under the GDPR by seeking to keep personal data up to date; by storing and destroying it securely (on paper and digitally); by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

We use your personal data for the following purposes:

- To enable us to provide a service for the benefit of the public as specified in our constitution as a charity;
- To administer bookings, run our programme, evaluate it and plan it;
- To fundraise and promote the interests of the charity;
- To publicise and market news, events, activities and services running at Retreat House Chester;
- To manage our employees and volunteers;
- To maintain our own accounts and records (including the processing of Gift Aid applications);
- To comply with regulation including reporting to the Charity Commission;
- To exchange correspondence.

4. What is the legal basis for processing your personal data?

The GDPR requires organisations to consider the legal basis for processing your data. Retreat House Chester will process data in these circumstances:

- You have given us explicit consent so that we can keep you informed about news, events, activities and services;
- Processing is necessary for the performance of a task carried out in the public interest;
- Processing is necessary for the legitimate interests of Retreat House Chester (namely carrying out our charitable objectives and outlined in (3) above) except where such interests are overridden by the interests, rights or freedoms of the person the data refers to;
- Processing is necessary for carrying out legal obligations;
- Where the data includes religious belief, we are permitted to process it provided: -
 - the processing relates only to those who have regular contact with us; and
 - there is no disclosure to a third party without consent.

5. Sharing your personal data

Your personal data will be treated as strictly confidential and will only be shared with Retreat House Chester employees, volunteers, and those acting on our behalf or providing us with a service, as necessary, for legitimate purposes connected with the charity. We will only share your data with third parties outside of these with your consent, except where we believe that sharing the data is appropriate, such as when there are legal obligations or security matters including the prevention of fraud.

6. How long do we keep your personal data?

We have reviews in place so that we keep your personal data for no longer than reasonably necessary for the purposes outlined in (3) above. This may include for the purposes of legal claims, for safeguarding purposes, and for accounts.

7. Your rights and your personal data

Except in specific conditions of the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of your 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 to withdraw your consent to the processing at any time;
- The right to request that we provide you with your personal data and, where possible, to transmit that data directly to another data controller, (known as the right to 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;
- The right to lodge a complaint with the Information Commissioners Office.

8. External Providers

We use external providers for some of our communication services. While we are careful to work with known and reputable professional providers in good faith, Retreat House Chester is not responsible for the policies and data use of these providers. Their own privacy policies may be checked on their websites as below.

For our website: <https://www.squarespace.com/>

Squarespace uses analytics to track website use but the information we receive on this does not identify users personally. Information on cookies (which collect such information) is given when you first visit our website and intermittently thereafter.

For our mailing list: <https://mailchimp.com/>

Mailchimp holds our mailing list and this service is password protected. It tracks whether or not you open your mailings from us, and whether you click on any part of the mailing. This helps us to keep our mailing list up to date. You opt in to this and have the right to unsubscribe.

For our email service: <https://webmail.123-reg.co.uk/login/>

We will keep your emails if necessary for the purposes outlined in (3) above, and email address if we are in regular correspondence with you for any of those purposes.

For our ticket bookings: <https://www.ticketsource.co.uk/>

We use Ticketsource to manage our bookings and take online payments for bookings. Our access to their booking lists is password protected. We keep this information to run our programme and for finance records.

For online donations: <https://www.cafonline.org/>

We use Charities Aid Foundation to take online donations. Our access to the payment reports is password protected. We keep this information for finance records. You opt in to this when making an online donation through our website donate button.

facebook: <https://www.facebook.com/>

and other social media we may use in due course

Zoom: <https://zoom.us/>

We use Zoom for some programme activities and internal meetings. For programme activities, participants register in advance through our Ticketsource booking system before we send the link via email. The activity will have a tech host managing the technical aspect of participation.

External links: *Where external links are given, such as on our website, we are not responsible for the links or their policies: if you follow these links, our privacy notice does not apply.*

9. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

10. Contact Details

To exercise all relevant rights, queries of complaints please in the first instance contact the Administrator at Retreat House Chester, 9 Abbey Square, Chester CH1 2HU, or admin@retreathousechester.co.uk.

You can contact the Information Commissioners Office 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.

THANK YOU

