



HEXHAM ABBEY

DATA PRIVACY NOTICE

Hexham Abbey is a living, vibrant church drawing upon a long and prayerful heritage. It is a place where all are welcome and God's love is enjoyed, celebrated, and shared. The Abbey's stated mission is to be an open community of Christ's disciples, sharing our worship, engaging our faith with the world, and offering our lives to serve God's kingdom. This is replicated in the way in which we work with everyone with whom we engage with – our staff, trustees, volunteers, visitors, supporters, and those who worship here – and how we respect their privacy and protect their personal information.

Our Privacy Policy explains the reasons why we collect personal information, the types of personal information we collect, how we use it and your legal rights.

The purpose of this Privacy Notice is to set out in detail how we collect your personal information, the types of personal information we hold, how we use it and why. It states your legal rights to access your data and to control how it is used. It also refers to the relevant UK data protection legislation, currently the General Data Protection Regulation ((EU) 2016/679) (GDPR) and describes the steps that we are taking to ensure that we comply with it regarding your personal data.

Our Organisation

Hexham Abbey is made up of organisations, trading companies and charities allowing us to deliver our work in the most efficient manner. This Privacy Notice applies to all the following and for the purposes of this Privacy Notice, "Hexham Abbey", "we", "us" refers to all of them:

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- The Rector,
- Hexham Abbey,
- Hexham Abbey Trading Limited

The PCC of Hexham Abbey is the data controller for the purposes of GDPR and responsible for our website hosted at www.hexhamabbey.org.uk/ ("this website" or "our website"). This means it decides, as data controller, how your personal information is processed and for what purposes.

What is Personal Data and what data do we collect?

Personal Data is information about living, identifiable individuals relating to their private, professional, or public life, that can be used directly, or when combined with other information, indirectly to identify the person.

In providing a wide range of worship, services and activities, Hexham Abbey processes Personal Data for many reasons the data we hold about them may include: -

- Identifying Data which includes first and last name, username or similar identifier, marital status, title, date of birth (and may include in some circumstances a maiden or previous name).

- Contact Data which includes an individual's name and/or the organisation for which they work or at which they study (if they identify themselves as a student), postal address, email address and telephone numbers.
- Financial Data which includes bank account details and payment card details.
- Transaction and Donation Data which includes details about payments to and from them and other details about the products and services they have purchased from us and donations they made to us.
- Method of Communications Data which includes their preferences as to how we communicate with them.

We may hold additional details on our employees, volunteers and others who work here for purposes other than in this Privacy Notice e.g., to keep them safe, (such as emergency contact details and information about their medical conditions) and to recruit them (such as data about applicants' past roles and qualifications where they have sent us their CV or an application for a position)

Why do we collect personal information?

We need to collect and process personal information to fulfil the following legitimate interests of Hexham Abbey.

- To give you information about religious ceremonies and services
- To organise events and services held at the Abbey
- To allow pre-arranged admission to the Abbey for sightseeing, educational visits, and some public events
- To ensure the safety and security of people who work in or visit the Abbey
- To provide pastoral care
- To manage the Abbey's historic and art collections
- To promote the work and activities of the Abbey
- To support raising funds for maintaining the Abbey, supporting choristers, and delivering education and outreach work.
- To allow Abbey facilities to be hired for private events and services
- To tell you about our cafes and goods in our shop. To sell Abbey shop merchandise online
- To process sales transactions, donations, or other payments
- To arrange Car Permits for our Car Parks
- To verify financial transaction and bank account or card details.
- recruit staff and volunteers
- To administer your requests, such as application for membership, donations, participation in events and activities
- Where necessary, to safeguard children and vulnerable adults
- To provide you with information that we believe may be of interest to you in accordance with your preferences.

To promote the work and activities of the Abbey, we offer people the opportunity of choosing to receive periodical updates about news, events, and activities at the Abbey.

We are also required to collect and process personal information to fulfil contractual, legal, and statutory obligations.

How do we collect personal data?

Generally, the Abbey receives personal data from the individual directly. We recognise the need to collect data in an appropriate way for the situation so utilise different methods, namely online; email; paper documents; telephone and on some occasions whilst you are visiting the Abbey.

For a small number of specific activities, personal data may be supplied by third parties. We will endeavour to inform you when this is the case.

Visitors to the Abbey should be aware that CCTV cameras are located around the Abbey environment for the purposes of security. Photographs and live streaming are taken at some Abbey services and events.

We make use of publicly available information to establish and develop relationships with partners and supporters.

What personal information do we collect?

For most purposes we need to collect your name and contact details. There are times when we need to collect additional information, typically the following.

- Requirements and statutory information for people arranging religious ceremonies and services such as weddings, baptisms, memorial services, and confirmations.
- Requirements and statutory information for staff and volunteers.
- Requirements for people booking an educational visit to the Abbey.
- Payment details for visitors pre-booking a sightseeing visit to the Abbey.
- Payment details for visitors pre-booking tickets for an Abbey event.
- Payment details and gift records for people who make donations to the Abbey.
- Payment details and requirements for hiring a room or space in the Abbey buildings
- Areas of expertise for people working in partnership with the Abbey to either contribute to, support, or organise Abbey services and events.
- Areas of expertise for people providing goods and services to support the work of the Abbey.

Who do we share your personal information with?

We collect your information for a specific purpose and will only share this information with a third party when it is necessary to do so to fulfil that purpose. This is typically for the following reasons:

- To trusted partners and suppliers involved in the organisation and delivery of Abbey events and services.
- To trusted organisations providing specialist outsourced services to the Abbey.
- To fulfil legal and statutory obligations.
- To fulfil contractual obligations.
- To the Government upon any request for visitor information they may make to the Abbey to support the NHS Test and Trace service.

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

How long will we keep your information?

Hexham Abbey endeavours to retain personal data for no longer than is necessary for the purpose we obtained it for. We define different data retention periods for the different types of data that we hold, these periods also consider other factors such as legal or regulatory requirements; agreed industry standards; business and operational requirements.

Your rights

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 PCC of Hexham Abbey holds about you.
- The right to request that the PCC of Hexham Abbey corrects 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 the PCC of Hexham Abbey 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 the right to data portability), (where applicable) [*Only applies where the processing is based on consent or is necessary for the performance of a contract with the data subject and in either case the data controller processes the data by automated means*].
- 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) [*Only applies where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics*]
- The right to lodge a complaint with the Information Commissioners Office.

How to exercise your rights

All requests must be made in writing to the following address.

Compliance and Support Manager
Parish Office
Hexham Abbey
Hexham
Northumberland
NE46 4LF

We may need to request specific information from you for security purposes to help us confirm your identity and ensure your right to access your Personal Data or to exercise any of your other rights. We will act on your request as soon as we have the required information and at the latest within one month of receipt of request although we may extend this period if it is a particularly complex request. We will keep you updated about the progress of any request or exercise of your rights.

You can find out more about your rights by visiting the Information Commissioner's Office website - www.ico.org.uk.

We have decided not to appoint a dedicated data protection officer but if you would like any further details about our organisations or if you have any questions regarding your personal information or its use, including any requests to exercise your legal rights, please contact the Compliance and Support Manager, at the following address: -

Parish Office
Hexham Abbey
Hexham
Northumberland
NE46 4LF

Telephone: 01434 611907

Email address: kirsty.wills@hexhamabbey.org.uk

If you wish to complain about the way we are processing or controlling your data, please contact the Compliance and Support Manager in the first instance and we will investigate and do our best to address your concerns. However, if you are not satisfied with our response, you can make a complaint to the **Information Commissioner's Office** - <https://ico.org.uk/concerns/>