



PRIVACY POLICY

Heritage Lincolnshire respects the privacy of our supporters and visitors to our website. This policy sets out how we collect information about those with an interest in the work of our charity, how we use that information and how we ensure that your personal data is held securely.

1. Heritage Lincolnshire

Within this policy references to 'Heritage Lincolnshire', 'the Trust', 'we' or 'us' are all to the Heritage Trust of Lincolnshire, which is a registered charity No. 1001463. A non-profit making company limited by guarantee. Registered in England No. 2554738 at The Old School, Heckington, NG34 9RW.

2. What personal data we collect and how we use it

Personal data

Heritage Lincolnshire is what's known as the 'controller' of the personal data you provide to us. We will usually collect basic personal data about you like your name, postal address, telephone number, email address and your bank details if you become a supporter member.

We collect your personal data in connection with specific activities, such as membership requests, feedback forms, donations, newsletter requests, and volunteering. You do not have to disclose information to browse our website, but if you choose to take part in the Trust's activities, this information may be required to help us to keep you informed.

Some of our funding partners require us to collect other demographic data on those benefitting from our charitable work, or those taking part in activities. In these cases we will collect other information about you such as your date of birth gender and health details. We will always inform you of when this information is required, the reason for collecting such information, and we would only do so with your specific consent and permission.

Personal data of employees, potential employees, trustees and committee members are also collected and held securely by the Trust in order to carry out the proper governance and delivery of our charitable activities and services.

Communication and marketing

With your consent, we will use your personal data to provide you with information about our work or our activities that you have requested or are expecting.

On other occasions, we may process personal data when we need to do this to fulfil a contract (for example, if you have purchased something from our web shop) or where we are required to do this by law or other regulations.

The Trust also processes your data when it is in our legitimate interests to do this and when these interests do not override your rights. Those legitimate interests include providing you with

information on our appeals, projects, campaigns, membership, services, products, fundraising, newsletters, feedback, competitions and other activities and those of other organisations whose aims and objectives align with those of Heritage Lincolnshire.

How we obtain your details

We will also hold information about your details so that we can respect your preferences for being contacted by us.

We collect your personal information in a number of ways:

- When you provide it to us directly.
- When you provide permission to other organisations to share it with us (including Facebook or Twitter).
- When we collect it as you use our websites or apps.
- When you have given it to a third party and you have provided permission to pass your information on to us.
- From publicly available sources (where possible) to keep your information up to date (e.g. the Post Office's National Change of Address database).

We combine the information from these sources with the information you provide to us directly.

Children

If you are under 18 please ensure you obtain your parent/guardian's consent before sending any personal information to any website or to Heritage Lincolnshire. We do have activities for those under 18 so we may ask your age. Before taking part please ensure you speak to your parent or guardian.

Please note that we will not knowingly market to or accept donations or orders for goods or services from persons aged under 18 years.

As a parent or guardian we encourage you to be aware of the activities in which your children are participating, both offline and online. If your children voluntarily disclose information, this may encourage unsolicited messages. We suggest that you discourage your child from providing any information without your consent.

Volunteering

When you volunteer with Heritage Lincolnshire, we will keep you up to date with the work that we are doing and the projects and events that you have an opportunity to get involved with. We will also let you know of any changes that might affect you volunteering with us and which you need to be aware of. We will only use this information in relation to your volunteering with us and whilst you remain a volunteer with Heritage Lincolnshire. By agreeing to volunteer with the Trust you are agreeing to us sending you emails about volunteering and your volunteer role. We will on occasion share your email address with other Heritage Lincolnshire volunteers, for instance in the process of organising an event you have chosen to attend.

Funding partners

As noted above, Heritage Lincolnshire receives funding from a wide range of sources, and the Trust often has a contractual obligation to collect personal information on those participating in funded activities. Where this is required we will always inform you of what data is being collected and which funders it will be shared with and we will ask your permission to do so. If this information is not provided we may not be able to make these activities available to you.

Ensuring your data is processed and held securely

All processing of personal data collected by Heritage Lincolnshire is undertaken by our staff and held securely within our offices and on our internal IT server. This is all carried out in accordance with guidance issued by the Information Commissioner's Office.

Those able to process personal information within the organisation are:

- Employed staff
- Trustees
- Accountants and auditors

Our staff and trustees are trained in the General Data Protection Regulations and updates are shared following regular reviews of information held and consents received.

If you would like to change the way you hear from us or no longer wish to receive direct marketing communications please contact us at htladmin@heritagelincolnshire or 01529 461499.

3. Legitimate interests

We have a number of lawful reasons that mean we can use (or 'process') your personal information. One lawful reason is something called 'Legitimate Interests'. Broadly speaking Legitimate Interests means we can process your personal information if:

- We have a genuine and legitimate reason.
and
- We are not harming any of your rights and interests.

4. Sharing your information

We only disclose information to third parties or individuals when obliged to by law, for purposes of national security, taxation and criminal investigations and the following:

- If you have agreed that we may do so.
- When we provide our funders with information on those accessing funded or subsidised activities.
- When we use other companies to provide services on our behalf, e.g. processing, mailing or delivering orders, answering customers' questions about products or services, sending mail and emails, customer analysis, assessment and profiling, when using auditors/advisors or processing credit/debit card payments.
- If we receive a complaint about any content you have posted or transmitted to or from one of our sites, to enforce or apply our Terms & Conditions or if we believe that we need to do

so to protect and defend the rights, property or personal safety of Heritage Lincolnshire, our websites or our visitors and for other lawful purposes.

- We may disclose aggregate statistics about our site visitors, supporters, customers and sales to describe our services and operations to prospective partners, advertisers and other reputable third parties and for other lawful purposes, but these statistics won't include any personally identifying information.

And, we will never sell or rent your personal information to other organisations.

5. Retaining your information

We hold your information only as long as necessary for each purpose we use it. This period will normally be for seven years after your last financial contribution or other activity with us, unless we have a good reason to keep your information for a longer period. This is based on any legal, regulatory or business reasons we may have to retain your information.

You have the right to ask us to remove your personal information from our records. We will inform you in writing when we have actioned your request and if we need to refuse you we will give you the reasons why.

6. Our Cookie Policy

Heritage Lincolnshire's website uses cookies, as almost all websites do, to help provide you with the best experience we can. Cookies are small text files that are placed on your computer or mobile phone when you browse websites.

By granting us permission to use cookies we can:

- Make our website work as you'd expect.
- Remember your settings during and between visits.
- Improve the speed/security of the site.
- Allow you to share pages with social networks like Facebook.
- Continuously improve our website for you.
- Make our marketing more efficient.

You can usually switch cookies off by adjusting your browser settings to stop it from accepting cookies. Doing so, however, will likely limit the functionality of ours and a large proportion of the world's websites as cookies are a standard part of most modern websites.

7. What are your rights?

A new data protection law, starting in May 2018, gives everyone a number of very important rights. These are:

- Transparency over how we use your personal information (right to be informed).
- Request a copy of the information we hold about you, which will be provided to you within one month (right of access).
- Update or amend the information we hold about you if it is wrong (right of rectification).
- Ask us to stop using your information (right to restrict processing).
- Ask us to remove your personal information from our records (right to be 'forgotten').
- Object to the processing of your information for marketing purposes (right to object).

- Obtain and reuse your personal data for your own purposes (right to data portability).
- Not be subject to a decision when it is based on automated processing (automated decision making and profiling).

If you would like to know more about your rights under the data protection law see the Information Commissioners Office website ico.org.uk

You can change the way you hear from us or withdraw your permission for us to processing your personal data at any time by contacting us on htladmin@heritagelincolnshire.org or 01529 461499.

8. How to contact us

If you wish to talk through anything in our privacy policy, find out more about your rights or obtain a copy of the information we hold about you, please contact our admin team who will be happy to help. If you wish to raise a complaint on how we have handled your personal data, you can contact our Office Manager, who will investigate on your behalf. If you are not satisfied with our response or believe we are not processing your personal data in accordance with the law you can complain to the Fundraising Regulator or the Information Commissioner's Office (ICO).

Our Office Manager can be contacted by writing to: Office Manager, The Old School, Cameron Street, Heckington, Sleaford, Lincolnshire, NG34 9RW.

Or by emailing: htladmin@heritagelincolnshire.org

Or by telephone: 01529 461499

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