

Stansted Park Foundation Data Protection and Privacy Policy

Our contact details

Name: Stansted Park Foundation (The Foundation)

Address: Stansted Park, Rowlands Castle, PO9 6DX

Phone Number: 023 9241 2265

E-mail: reception@stanstedpark.co.uk

The Foundation may collect, use and store your personal data, as described in this Data Protection and Privacy Policy and as described when we collect data from you. The Foundation reserves the right to amend this Policy from time to time without prior notice. You are advised to check our website (www.stanstedpark.co.uk) regularly for any amendments (but amendments will not be made retrospectively).

The Foundation will always comply with the General data Protection Regulations (GDPR) when dealing with your personal data.

The type of personal information we collect

We currently collect and process the following personal information:

- Personal identifiers, contacts and characteristics (for example, name and contact details (postal and email address and telephone number) gender (where you choose to provide this), date of birth and any other information provided by you at the request of the Foundation.

How we get the personal information and why we have it

The Foundation processes personal data for the purposes of providing the service that you have signed up for. We confirm that any personal information which you provide to us and any user information, from which we can identify you, is held in accordance with the registration we have with the Information Commissioner's Office.

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Enquiries on our website, information passed to Reception and information provided through any tenancy or commercial leases and agreements.
- To purchase a ticket or to sign up for one of our events, request our Newsletter, make a donation or make any other type of purchase
- We will also collect your information if you email, phone or write to us.
- You may have also provided us with your information if you are a volunteer, trustee, patron or any other type of supporter or member.

- Depending on your privacy settings, we may also collect information about you from your interaction on one of the Social Media platforms we use; for example if you post on Facebook or Twitter pages or visit YouTube.
- When you access our website, the Foundation will collect the following kinds of information from visitors :
 - Your personal details through registration and site usage information, using ‘cookies’ and page tagging techniques. Cookies enable our system to recognise your computer and allow us to see how you use the website.
 - When you register on our website, we will ask you to input and will collect personal information from you such as your name, email address, membership forms, fundraising responses and phone number.

We use the information that you have given us in order to :

- Administer and fulfil your ticket order, online purchases or donations, including processing Gift Aid.
- Maintain an accurate record of your relationship with us and manage your contact preferences
- Administer membership.
- Conduct in-house research and statistical analysis.
- Administer, operate and improve our events, exhibitions and fundraising activities and, where you have agreed, to send you information about the Foundation.
- Administer, service and improve the website

Processing information for communication about membership, fundraising, conservation and other activities may entail sharing this information with employees, contractors, agents and professional advisors of the Foundation and other carefully selected organisations

If you attend a specific event, we may contact you afterwards to obtain your feedback.

We may also contact you to fulfil any contractual obligations to you such as Direct Debit confirmations, Lease Renewals, Gift Aid confirmation letters and thank you letters.

You may also decide to send us personally identifying information, for example in an electronic mail message containing a question or comment.

The Foundation will never sell your personal data. We will not share your personal data with any third parties without your prior consent (which you are free to withhold) except when required to do so by law.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting reception@stanstedpark.co.uk

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

(f) We have a legitimate interest.

At each point of data collection or registration you will be asked for your consent to receive future direct marketing material from the Foundation or other carefully selected organisations by email, post or telephone. Your consent will be recorded and as a result the Foundation may send you information on its operations, events, membership, fundraising and other activities. If at any time you no longer wish to receive any communications or wish to have your personal information removed from our records, please do contact us to make this request. You can update your contact preferences at any time by contacting us.

How we store your personal information

Your information is securely stored and the Foundation have implemented generally accepted standards of technology and operational security in order to protect personal data from loss, misuse or unauthorised alteration or destruction.

The Foundation will hold personal data on our systems for as long as necessary to fulfil the purpose for which it was processed and for as long afterwards as is necessary to comply with our legal obligations. We will securely destroy your information, including financial information, once we have used it and no longer need it.

We operate CCTV cameras around the Foundation's land. These are to protect the health and safety of employees and visitors; protect our collections and to prevent and detect crime and antisocial behaviour. We retain CCTV footage for a period of 30 days before it is automatically deleted.

The Foundation will take all reasonable care, in so far as it is in our power to do so, to keep the details of any payments and orders secure but, in the absence of negligence on our part we cannot be held liable for any loss you may suffer if a third party procures unauthorised access to any data that you provide when accessing or ordering from our website.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at reception@stanstedpark.co.uk ; 0239241 2265 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at :

The Stansted Park Foundation

Rowlands Castle

PO9 6DX

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>