

INTRODUCTION

Chester Cathedral is committed to protecting your privacy and security. This policy explains how and why we use your personal data, to ensure you remain informed and in control of your information.

From Thursday 10 May 2018, Chester Cathedral will amend how we ask interested parties to “opt-in” to marketing communications. This is due to a change to data protection regulations which govern how we can communicate with you (the General Data Protection Regulation) coming into force on Friday 25 May 2018.

You can decide not to receive communications or change how we contact you at any time. If you wish to do so please contact us by emailing dataprotection@chestercathedral.com or writing to us at 9 Abbey Square, Chester CH1 2HU.

We will never sell your personal data, and will only ever share it with organisations we work with where necessary and if its privacy and security are guaranteed (as outlined below).

Questions?

Any questions you have in relation to this policy or how we use your personal data should be addressed to The Data Protection Officer, Chester Cathedral, 9 Abbey Square, Chester CH1 2HU

ABOUT US

Your personal data (i.e. any information which identifies you, or which can be identified as relating to you personally) will be collected and used by The Chapter of Chester and Chester Cathedral Enterprises Limited, a private limited company with registration number 01382905 and data controller number **Z1005068** and **Z1005071** respectively.

Both The Chapter of Chester Cathedral and Chester Cathedral Enterprises Limited (together referred to as “**Chester Cathedral**”) are based at 9 Abbey Square, Chester CH1 2HU. For the purposes of data protection law, Chester Cathedral will be the controller.

This Privacy Policy has been created specifically for use within the software named ‘Chester Cathedral’ an application released on Apple and Android devices. This application will henceforth be referred to as: ‘the app’, ‘this app’, or ‘our app’. Within this policy, ‘We’ refers to this app and the processing of data by this app, not Chester Cathedral as an entity. This policy does not entirely apply to our website or other services offered by us (although some terms and notices may be similar or identical on our full policy) only the app and all services used by this app that process your personal data.

For our full Privacy Policy please visit: <https://chestercathedral.com/privacy-policy>.

WHAT INFORMATION WE COLLECT

Personal data you provide

We collect data you provide to us. This includes information you give when signing up for our electronic newsletter, reporting a problem, and giving your name to display in the app.

For example:

- personal details (email) when you report a problem or sign up to our electronic newsletter.

When you provide your first name to display in the application, this data is only stored on your personal device as an offline entry into a database. This information is removed and deleted if you remove the app from your device. This personal data (your name) is never sent to us or processed by us.

When using features within the app, such as the ‘map’ which allows you to ‘like’ different locations, your data will not be stored by us and all data will only be stored on your device. This does not apply to the ‘FAQ’ section which will send us analytics information to improve our answers. For more information please go to ‘DISCLOSING AND SHARING DATA’.

Sensitive personal data

We do not collect or store sensitive personal data such as information relating to health, beliefs or political affiliation.

HOW WE USE INFORMATION

We only ever use your personal data with your consent, or where it is necessary in order to:

- enter into, or perform, a contract with you;
- comply with a legal duty;
- protect your vital interests;
- for our own (or a third party's) lawful interests, provided your rights don't override the these

In any event, we'll only use your information for the purpose or purposes it was collected for. We will **not** send you marketing emails if you provide your email address for reporting a problem. This data will only be processed for the purposes of replying to your query or report.

DISCLOSING AND SHARING DATA

We will **never** sell your personal data. If you have opted-in to our marketing newsletter (signing up), we may contact you with information about our partners, but these communications will always come from Chester Cathedral and are usually incorporated into our own marketing materials (e.g. our printed and electronic newsletters).

For the purposes of receiving data inputted into our app (including your email address), we use a third party data processor Brevo. This data processor does the following activities for us: The data processor provides an email API system whereby data entered into the app can be entered into an email template and sent to the Cathedral at hello@chestercathedral.com. When using the 'Report a Problem' and 'Newsletter' features, any data entered into the forms (including your entered email address) will be processed by Brevo and sent to our email address mentioned above. This data is sent using the 'https' protocol and the data processing performed by Brevo to send the email to us uses the 'https' and 'SSL' protocols.

For the purposes of improving this app and the services it provides, we will collect analytics information based on your interactions within the app. This data collection is completely anonymous and no identifying information is collected. The data processor is Google Firebase and the information collected is stored in a secure online database provided by

Google Firebase. This information is collected as figures, for example if you interact with the ‘map’ feature on the app, Google Firebase will receive an analytics datum (providing you have internet access at the time) and add this datum to a figure called, for example, ‘map interactions’. This data will appear as follows: ‘Map interactions: 1’. This service is also used to collect data on users’ opinion on our ‘FAQ’ answers but no personal data is collected.

MARKETING

We have always sought an “opt-in” for most communications. This includes all our marketing communications.

We would also offer you the choice as to how you wish to receive these messages, though currently, we will only communicate with you – in marketing terms – by email.

You can decide not to receive communications or change how we contact you at any time. If you wish to do so please contact us by emailing dataprotection@chestercathedral.com, writing to us at 9 Abbey Square, Chester CH1 2HU, or by clicking unsubscribe within any newsletter we send you. You can also “opt-out” of receiving anything from us by visiting our website and using our ‘Sign-Up’ page.

What does ‘marketing’ mean?

Marketing does not just mean offering things for sale, but also includes news and information about:

- Chester Cathedral, our campaigns and community work
- volunteering opportunities and how you can help the cathedral
- appeals and fundraising (including donations and also competitions)
- our events, activities and local groups;
- products, services and offers
- leaving a legacy

- taking part in projects

When you receive a communication, we collect information about you respond to or interact with that communication, and this may affect how we communicate with you in future.

HOW WE PROTECT DATA

We employ a variety of physical and technical measures to keep your data safe and to prevent unauthorised access to, or use or disclosure of your personal information.

Electronic data and databases are stored on secure computer systems and we control who has access to information (using both physical and electronic means). Our staff receive data protection training and we have a set of detailed data protection procedures which personnel are required to follow when handling personal data.

STORAGE

Where we store information

Chester Cathedral's operations are based in the UK and we store our data within the European Union. Suppliers who process data on our behalf are based within the European Union. This processing is carried out under a contract which imposes strict requirements on our supplier to keep your information confidential and secure.

How long we store information

We will only use and store information for so long as it is required for the purposes it was collected for. How long information will be stored for depends on the information in question and what it is being used for. For example, if you ask us not to send you marketing emails,

we will stop sending you emails for marketing purposes (though we'll keep a record of your preference not to be emailed).

We continually review what information we hold and delete what is no longer required.

KEEPING YOU IN CONTROL

We want to ensure you remain in control of your personal data. Part of this is making sure you understand your legal rights, which are as follows:

- the right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal information we hold (this is known as subject access request);
- the right to have your data erased (though this will not apply where it is necessary for us to continue to use the data for a lawful reason);
- the right to have inaccurate data rectified;
- the right to object to your data being used for marketing or profiling; and
- where technically feasible, you have the right to personal data you have provided to us which we process automatically on the basis of your consent or the performance of a contract. This information will be provided in a common electronic format.

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so.

If you would like further information on your rights or wish to exercise them, please write to our Data Protection Officer, Chester Cathedral, 9 Abbey Square, Chester CH1 2HU or email dataprotection@chestercathedral.com

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you can complain to the UK Information Commissioner's Office which regulates and enforces data protection law in the UK. Details of how to do this can be found at www.ico.org.uk

Links to other sites

This app contains hyperlinks to many other websites, including our own website. We are not responsible for the content or functionality of any of those external websites (excluding our own), (but please let us know if a link is not working by using the 'Contact us' page in the 'More' screen).

If an external website requests personal information from you (e.g. in connection with an order for goods or services), the information you provide will not be covered by Chester Cathedral's Privacy Policy. We suggest you read the privacy policy of any website before providing any personal information.

If you wish to use the 'Donate' feature of this app, you will be taken to a secure webpage using the 'https' protocol. When you leave the app and visit this secure webpage, your data and information will not be covered by this Privacy Policy. The data will then be covered by the full Chester Cathedral Privacy Policy which can be found at:

<https://chestercathedral.com/privacy-policy>.

When purchasing goods or services from any of the businesses that our site links to, you will be entering into a contract with them (agreeing to their terms and conditions) and not with Chester Cathedral.

CHANGES TO THIS PRIVACY POLICY

We will amend this Privacy Policy from time to time to ensure it remains up-to-date and accurately reflects how and why we use your personal data. The current version of our Privacy Policy will always be available on the app on the 'More' screen.

This Privacy Policy was last updated on 26 April 2024.