



Privacy Notice - Website (Online shop & Ticket Sales), E-Newsletter & Cookies

Below we tell you in detail how we use and store all of your personal and web-use data but, in summary, any personal information you give us is confidential. We take all reasonable care to prevent any unauthorised access to and use of your personal data. We will never share any of your personal details with anybody outside Peterborough Cathedral for mailing or marketing purposes without your explicit permission and they will not be used by us for any purpose other than that which you requested.

The Internet is not a secure medium. However, to protect your data we put in place various security procedures including use of firewalls and backup measures. We also limit access to data to relevant personnel and password protect all machinery holding personal data.

By using and/or registering on this site or contacting us by email or through this site, you consent to the collection, use and transfer of your information under the terms of this privacy policy.

Your Personal Data – what is it?

Personal Data is defined as “any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier, such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”.

Special Categories of Personal Data

Certain data are classified under data protection legislation as “special categories”. These are:

- Racial or ethnic origin
- Political opinions
- Religious beliefs
- Trade-union membership
- Genetic data
- Biometric data
- Health data
- Sexual orientation
- Data concerning a data subject's sex life

Who are we?

The Church of England comprises many different charities and office holders; it is a community rather than an organisation. Peterborough Cathedral is a 'data controller' – this means it decides how your personal data is processed and for what purposes.

When we may use your personal details

We would like to keep you up-to-date with a range of information from the Cathedral, which may include news of services and events. As we look to improve certain aspects of the Cathedral's work, we may occasionally contact you for research purposes by post, telephone, and/or email. You can choose not to receive further information from us by clicking the relevant boxes or contacting us by telephone or email to ask to be taken off any mailing lists.

How do we process your personal data?

The Chapter of Peterborough Cathedral complies with its obligations under the General Data Protection Regulation (GDPR) by:

- Keeping personal data up-to-date
- Storing personal data securely
- Not collecting or retaining excessive amounts of personal data
- Protecting personal data from loss, misuse, unauthorised access and disclosure
- Ensuring that appropriate technical measures are in place to protect personal data
- Ensuring that personal data is destroyed securely when it is no longer required.

The Chapter of Peterborough Cathedral offers a number of e-bulletins to you. These e-bulletins enable you to keep up-to-date with news, events, activities and services which are happening.

Using this website and your personal details

You do not have to provide any information to us to use this website. However, certain sections of the site or facilities within the site may not be accessible if you choose not to share essential information with us.

Email (via MailChimp)

If you subscribe to any of our email newsletters, we will ask you to submit - and will collect - personal information from you, that is: your name and email address. We may use email to send you messages to keep you up to date with news about our current services, as well as anything you express an interest in, either online or through other contact with Peterborough Cathedral.

What is the legal basis for processing your personal data?

The legal basis for the processing undertaken during the administration of the e-bulletin mailing list(s) is the explicit consent of the data subject.

Sharing your personal data

The e-bulletin is administered through MailChimp, and therefore your personal data will be provided to them, by you, at the point at which you sign up to receive the mailing(s). You can find out about their privacy notice here – <https://mailchimp.com/legal/privacy/>. This data is shared with Salesforce our data software (CRM) processing provider. With this exception we will only share your data with third parties with your consent.

How long do we keep your personal data?

Your personal data will be retained for as long as you wish to subscribe to the mailing(s). You can unsubscribe from the mailing(s) at any time.

Ticket Sales (via Ticket Source) and Online Donations

When you use the Cathedral Ticket Shop we will ask you to submit – and will collect – personal information from you, including: your name, email address, billing address, delivery address, telephone number, product selections, credit card / other payment information, and a password. We may collect information about your internet connection and website-use, e.g. the URL you came from, IP address, domain type, browser type, the country and telephone code where your computer is located, the web pages viewed during your visit, the items you clicked on, and any search terms you entered on our website (User Information). We may collect this information from registered and unregistered users. We use this information to help us make improvements to our website and online services.

Any personal information you provide to us (or which is available on public registers) and any User Information from which we identify you is held in accordance with the registration we have with the Information Commissioner's Office. We use your information for the following purposes only: to enable us to promote our goods and services, to maintain our accounts and records and to support and manage our staff. This includes information:

- To process your order
- To complete the administration of any donation you may have made, including Gift Aid claims
- For statistical purposes to improve this website and the services we offer
- To provide you with relevant content
- To administer this website

If you have chosen during registration to receive notification of news, events or offers that may be of interest to you, then we may use your personal information to send you these notifications by telephone, email or in writing.

As with the vast majority of websites, Peterborough Cathedral may log certain information about requests made of it. This information may be used for system administration, for bug tracking, and for producing usage statistics. The logged information may be kept indefinitely.

Relevant subsets of this data may be passed to computer security teams as part of investigations of computer misuse involving this site or other computing equipment within the hosting organisation. Data may also on occasion be passed to the administrators of other computer systems to enable investigation of problems accessing this site or of system misconfigurations. Otherwise the logged information is not passed to any third party except if required by law. Summary statistics may be extracted from this data and some of these may be made publicly available, but those that are, do not include information from which individuals could be identified.

Where forms are provided on this site, the pages containing these forms include information on how data submitted on them will be processed and used.

We may disclose your personal information and / or User Information if we are asked to do so by the police or any other regulatory or Government authority investigating suspected illegal activities.

Third party internet

Sites that you can link through to from our website are not covered by our Privacy and Security policy, so we accept no responsibility or liability for these sites.

Use of Cookies - What is a cookie?

A cookie is a small file of letters and numbers, which often includes a unique identifier that is sent to your device's browser from a website's computer and is stored on your device's hard drive. Cookies allow a website to recognise a user's device. Websites can send their own cookie to your browser if your browser's preferences allow it.

For more information see www.allaboutcookies.org/

How does Peterborough Cathedral's website use cookies?

During any visit to Peterborough Cathedral's website the pages you view – along with a cookie – are downloaded to your device. This allows us to store information to operate the site as you move from page to page.

Peterborough Cathedral uses cookies to help us analyse the profile of our visitors and provide them with a better, more personalised service. Cookies also allow us to provide our service to you - for instance, by retrieving your current shopping basket so that you can make purchases, by recognising you when you access the website and by making it easier for you to navigate our website.

Our cookies do not store financial information, or information which is capable of directly identifying you (such as your name or address). Cookies simply allow our website to retrieve this information from our systems in order to personalise and improve your experience of our website.

Because we rely on cookies in this way to personalise and improve your experience on our website, your browser needs to be set to accept cookies before you can place an order through our online shop. Each browser is different so check the 'Help' menu of your browser to learn how to change your cookie preferences if you wish to do so.

Third-party cookies on Peterborough Cathedral's website

When you are on Peterborough Cathedral's website you may notice that there is content from other websites - for example a video from YouTube - which we add from time to time. As a result, you may be sent cookies from these other websites. Peterborough Cathedral does not control these cookies and we suggest you check these third-party websites for more information about the cookies they use and how you can manage them.

What cookies does Peterborough Cathedral website use and can I reject them?

A list of the cookies that Peterborough Cathedral website sets, along with details of what each one is used for can be found in the link below.

How do you manage, control or block cookies? When you first visit our site, a Cookie banner containing a Notice and a pop-up tool will appear on the screen that will enable you to choose which types of cookies you would like our sites to use. By clicking "Accept All Cookies" you agree to the use of cookies by all of the sites as described herein and in the Privacy Policy. By clicking on the reject button, by closing the pop-up tool or simply by browsing any of our sites without making any choice, you are deemed to accept the strictly necessary cookies only and no analytics or targeting ones.

You can also manage your preferences regarding the use of cookies by modifying them from the "Cookie Settings" pop-up tool on the site or by following the below "Cookies Settings" link.

You can also modify your cookie preferences directly from your browser. Almost all browsers allow the detection of cookies and are able to block them automatically. Please note that if you disable our site's cookies or cookies in general in your browser settings, this will prevent our site from working properly on your device.

Cookies on this website (SiteGround our website providers)

Use cookies to make our site easier to use. Cookies can store your customer and/or affiliate account identifier, ordering status, personalization or website tracking. They can also be used for technical purposes such as keeping track of your current shopping session and enabling you to proceed to checkout and pay for your order or to save information which has already been entered (languages choices, region, etc.), so that we can offer you improved and more personalized services and products.

We also use them to analyse trends and movements of users around the site, gather information about the user base as a whole and how we can improve our services/products and site, to provide advertising based upon activities and interests and to measure advertising effectiveness. As a result we may display targeted or interest-based offers to you based on the products/services you are currently using or have recently viewed and deliver other communication more relevant to you and your interests outside of our site, on other websites part of the third party's network.

See https://www.siteground.co.uk/viewtos/cookies_policy for their Cookie Policy

Google Analytics is a tool that helps the Cathedral understand how site visitors use the website. Information is collected anonymously, allowing us to see website trends without identifying individual visitors. The following cookies store information, such as what time visits occur, whether the visitor has been to the site before, and what site referred the visitor to us. This allows us to improve our website and how people find it.

See <https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage> for further information.

<i>Cookie</i>	<i>What?</i>	<i>Expiry</i>
_gat	Used to throttle request rate	10 mins
_gid	User Journey	24 hours
_ga	Used to distinguish users	2 years

Other Cookies

<i>Cookie</i>	<i>What?</i>	<i>Expiry</i>
ASP.NET_sessionId	Unique ID that connects the users requests with session	end of session
__atuvs	These cookies enable visitors to share content with a range of networking and sharing platforms.	30 mins
__atuvc		2 years
cookieconsent_status	This cookie is used to remember if you have consented to the use of cookies. If you consent, a cookie is set which prevents the Cookie Notifier bar from appearing in your browser.	1 year

Automated decision-making

We do not envisage that any decisions will be taken about you based solely on automated decision-making, including profiling. However, we will notify you in writing if this position changes.

Contact details

If you have any questions about this Privacy Notice, how we handle your personal information, to update your information, queries or complaints please contact:

Data Protection Officer: Natalie Freeman

Email: data@peterborough-cathedral.org.uk

Data Controller for Peterborough Cathedral: Janet Armitage

Email: data@peterborough-cathedral.org.uk

Should you wish to contact the Information Commissioner's Office, they can be contacted through the following routes:

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Email: <https://ico.org.uk/global/contact-us/email>

Telephone: 0303 123 1133

For more information about the processing of your data, please contact Natalie Freeman (as shown above).

Changes to this Privacy Notice

We keep this Privacy Notice under regular review and we will place any updates on this web page: <https://www.peterborough-cathedral.org.uk/home/privacy-policy>