Privacy Notice - Website, Online Shop, Ticket Sales, E-Newsletter and Cookies

This Privacy Notice explains how Peterborough Cathedral collects, uses, stores and protects personal information provided through our website, online shop, ticket sales, e-newsletters and cookies. Any personal information you give us is treated as confidential. We take reasonable steps to prevent unauthorised access to, or misuse of, your personal data. We will not share your personal details outside Peterborough Cathedral for mailing or marketing purposes without your explicit permission, and we will only use your information for the purpose for which it was provided or as otherwise explained in this notice.

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 this site, contacting us by email or using our online services, you acknowledge that we will collect, use and transfer your information as described in this Privacy Notice. Where we rely on consent, such as for optional marketing communications or non-essential cookies, we will ask you to make that choice separately.

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 TicketSource) and Online Donations

TicketSource provides the ticketing platform used to process online ticket sales for Cathedral events. Where a customer buys a ticket through TicketSource, the personal information needed to complete and manage that booking will be collected and processed through that platform. This may include name, contact details, booking details, payment-related information and any information needed to issue tickets, manage the event, respond to customer queries and meet legal or accounting requirements.

When you use the Cathedral's online ticketing service, we will ask you to submit, and will collect, the personal information needed to process and manage your booking. This may include your name, email address, billing address, delivery address, telephone number, ticket or event selections, payment information and any account details needed to complete the transaction. We may also collect information about your internet connection and website use, such as the URL you came from, IP address, domain type, browser type, the country and telephone code where your device is located, the web pages viewed during your visit, the items you clicked on and any search terms you entered on our website. We use this information to process bookings, maintain website security and improve 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 our registration with the Information Commissioner's Office. We use your information only where needed to process bookings, administer donations, maintain our accounts and records, improve our website and online services, and support the management of Cathedral services, events and related administration. 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 choose to receive news, events or offers that may be of interest to you, we may use your personal information to send these notifications by telephone, email or in writing. You can withdraw this choice at any time by following the unsubscribe instructions or contacting us directly.

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.

Your booking information may be shared with TicketSource where this is necessary to provide the ticketing service, issue tickets, manage bookings, process payments, deal with refunds or cancellations and support event administration. TicketSource will process personal data in accordance with its own privacy information and any applicable agreement with Peterborough Cathedral.

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 operate the website, support online services and, where you have accepted optional cookies, help us understand how visitors use the site so we can improve our content and services. Cookies may also support functions such as recognising your device, remembering choices you have made and helping you move around the website more easily.

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.

When you first visit our site, a cookie banner containing a notice and a pop-up tool will appear on the screen. This enables you to choose which types of cookies you would like our site to use. By clicking “Accept All Cookies”, you agree to the use of all cookies described in this Privacy Notice and Cookie Policy. By clicking “Reject”, closing the pop-up tool or browsing the site without making a choice, only strictly necessary cookies will be used and no analytics or targeting cookies will be set.

You can also manage your cookie preferences through the “Cookie Settings” pop-up tool on the site, or by following the “Cookie Settings” link below.

You can also modify your cookie preferences directly in your browser. Almost all browsers allow you to detect and block cookies automatically. Please note that if you disable our site’s cookies, or cookies in general, in your browser settings, some parts of our site may not work properly on your device.

Cookies on this website (SiteGround our website providers)

SiteGround uses cookies to make our site easier to use. Cookies can store your customer and/or affiliate account identifier, ordering status, personalisation preferences or website tracking information. They can also be used for technical purposes, such as keeping track of your current shopping session, enabling you to proceed to checkout and pay for your order, or saving information you have already entered, such as language choices or region, so that we can offer improved and more personalised services and products.

We also use cookies to analyse trends and movements of users around the site, gather information about the user base as a whole and understand how we can improve our services, products and site. Where cookies are used for analytics or advertising purposes, they will only be used where you have accepted the relevant optional cookies.

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

Google Analytics is a tool that helps the Cathedral understand how visitors use the website. Information is collected in a way that allows us to see website trends without directly identifying individual visitors. Google Analytics cookies may store information such as when visits occur, whether the visitor has been to the site before and which site referred the visitor to us. This helps us improve our website, ticketing information and online services. See **https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage** for further information.

Google Analytics cookies are only used where you have accepted analytics cookies through the cookie banner or settings tool. We do not use Google Analytics to identify individual visitors and we do not use it to make decisions about individuals.

Cookie	*What?*	*Expiry*
_gat	Used to throttle request rate	10 mins

_gid	User Journey	24 hours
_ga	Used to distinguish users	2 years

Other Cookies

Cookie	*What?*	*Expiry*
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 make decisions about you based solely on automated decision-making, including profiling. If this changes, we will update this Privacy Notice and tell you where required by law.

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: Jack Pishhorn
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