



## Fair Processing Notice for General Enquiries

At Glastonbury Abbey, we respect your personal data. This Fair Processing Notice explains how we will use your personal data when you are a contact of Glastonbury Abbey. Your information will be filed securely both on our computers and any paper copies will be securely stored.

### Our contact details

Glastonbury Abbey  
Magdalene Street  
Glastonbury  
Somerset  
BA6 9EL  
01458 832267

### What personal data do we collect about you? How will we use that personal data?

**As contact of Glastonbury Abbey** we process your name and email address so that we can respond to your enquiry received via email or via a phone call.

**When you use our website**, we will collect the following personal data about you:

- name, email, phone and the nature of your enquiry via our **'Contact Us Form.'**
- name, email if you sign up for our **email marketing list.**
- Name, contact, payment details when you order a **ticket online.**
- IP Address/ MAC address when you use the website

### What is our legal basis for processing your personal data? How long do we hold your personal data?

We need a legal basis in order to process your personal data.

- We need your name and contact details in order to answer your enquiry and we process this data with your consent.
- We process your IP address and MAC address so that we can monitor the use of our website, this is a legitimate interest for a business.
- We will send you marketing information and newsletters when you consent for us to do so. You have the right to unsubscribe to marketing at any time. If you do choose to unsubscribe, we will keep your name and email address on a suppression list so that we don't email you again by accident.

### Do we have a statutory or contractual requirement to process your personal data?

There is no contractual requirement for us to process your personal data because you are a contact of Glastonbury Abbey.

### Do we use any automated decision making?

We do not use any automated decision making.

## Who do we share your personal data with?

- Companies that provide services to us. Our telephone service providers will get to see your phone number if we call you and our broadband supplier which could see your email address (but not the content of what you send us, if you encrypt it).
- Cloud service & IT providers. We use a number of cloud service & IT providers, such as our CRM, project management systems and webhosting. We also share with IT professionals who not only ensure that our systems run smoothly, but are also committed to the highest standards of data protection compliance.
- We use WorldPay to process payments from our website.
- We use a Bookkeeper and an Accountant to help us with our finances.
- In response to a court order. It is possible, though unlikely, that we might be forced to disclose your information in response to a court order.
- We use a marketing consultancy and an email service so that we can update you with our news and events.

## Do we transfer your personal data outside of the EU or EEA?

We use Microsoft and DropBox which are based in the USA. However adequate safeguards are in place as these organisations are certified to the EU-US Privacy Shield Framework.

## How long do we keep your personal data for?

- If you purchase goods or services from us, we will keep your data for for 6 years.
- If you make an enquiry, we will keep your data for a maximum of 3 months after your enquiry is resolved.
- If you are on our email marketing list, you are welcome to unsubscribe at any time, but we will keep your personal data in a suppression list so that we don't email you again by accident.

## Your rights as a data subject

The GDPR gives you rights as a data subject. You have:

1. the right to request from us access to your personal data;
2. the right to request from us rectification of your personal data;
3. the right to request from us erasure of your personal data;
4. the right to request from us restriction of processing your personal data;
5. the right to object to our processing of your personal data;
6. the right of data portability;
7. if we are processing your personal data on the basis of your consent, you have the right to withdraw your consent at any time. This does not affect the lawfulness of processing based on your consent before you withdrew it; and
8. You have the right to complain to the ICO.

More information on your rights can be found in Chapter 3 of the GDPR.