

Cowbridge Physic Garden Privacy Policy

1. Introduction

The Cowbridge Physic Garden is committed to protecting your personal information. It's your information, it's personal, and we respect that. We also want to maintain the trust and confidence of every one of our members and supporters, as well as each visitor who uses the Cowbridge Physic Garden House website.

Our Privacy Policy gives you detailed information on when and why we collect your personal information, how we use it and how we keep it secure.

Becoming a member of the Cowbridge Physic Garden has many benefits, not least the opportunity to manage your personal information and receive information about our work. You can become a member at any time by viewing the details on our website.

Cowbridge Physic Garden Trust Limited (the 'Cowbridge Physic Garden') is a charitable company limited by guarantee incorporated in England and Wales (Company number 05118600) Charity Registered (Number 1110127). The Cowbridge Physic Garden is the data controller of your personal information.

Contact details for the Cowbridge Physic Garden are Cowbridge Physic Garden Old School House Colwinston Cowbridge CF71 7NE or you can message us via our website www.cowbridgephysicgarden.org.uk or by email contact our Data Protection Officer : VAL.T.CAPLE@CARE4FREE.NET

2. How We Collect Your Personal Information

Generally, we collect your information when you decide to interact with us. This could include becoming a member, volunteering, purchasing tickets for events online, over the phone or in person.

We collect information in a number of ways which are listed below:

1. When you become a member of the Cowbridge Physic Garden. Your membership allows you do the following:

Buy tickets, gifts

Join as a member

Make a donation

Buy merchandise from us

2. Contact us by phone to book tickets.

3. Contact us by post, e.g. application forms for members.

4. Visit our website: we use cookies to help make the experience of using our website better and to personalise the service you receive from us – this means we will remember your previous visits and track the pages on our website that you visit.

5. From time to time, we may also get data about you from third parties – please see the 'How we may use your information' section for more details.

3. The Types of Information We Collect

We only collect the information that's necessary to carry out our business, provide the particular service you've requested and to keep you informed. There are occasions when you can choose not to give us certain information, but this for example, may limit the level of personalization we offer e.g. you may not get to hear about an event you would have loved to have attended.

The type of information we collect depends on where and when it is gathered:

Information we obtain directly from you:

When you become a member with us, register on our website or purchase tickets or other items from us online, by post or phone we need to collect information from you in order to provide the service you are requesting.

We may collect:

Prefix and name

Gender

Email address

Date of Birth

Contact phone number(s)

Payment card details. Please note, we will not hold payment information for any longer than it takes to process your transaction.

Delivery address(s)

Billing address

If you are a student we may also collect:

Name of college/university

When visiting our website we may collect the following information:

Automatically populated IP address: a public IP address is a unique number which allows a computer, group of computers or other internet connected device to browse the internet. The log file records the time and date of your visit, the pages that were requested, the referring website (if provided) and your internet browser version. This information is collected to help diagnose and manage the website.

Information we obtain independently from you:

Your information may be shared with us by independent organizations. These independent organizations will only do so when it is required to complete a contract and/or when you have indicated your consent. You should check their Privacy Policy when you provide your information to understand fully how they will process and safeguard your data.

Third Party Organizations

We may combine information you have given to us with this additional information available from external sources. This will only be done when you give permission to the relevant third party organizations to share the data they hold on you, or if the data is already publicly available.

Data Hygiene

From time to time we may screen our database against recognized data hygiene file such as National Change of Address file and cleanse our file or correct inaccurate data. We may also update inaccurate data if the information is available.

Social Media

Depending on your settings or the privacy policies for social media and messaging services like Facebook, WhatsApp or Twitter, you may give us permission to access information from those accounts or services.

Information available publicly

We may include information found in places such as Companies House and information that has been published in articles/ newspapers.

4. Why We Collect Your Personal Information and How We Use It

The information we hold on you will be used in a number of ways. Here are the main ones: to provide a service you have requested, offer you a personalized experience and understand our members' needs better, inform you of events or updates you've asked for or contact you if we need to obtain or provide additional information (e.g.changes).

Specifically, we use your information we collect in the following ways:

To carry out our business and to provide a service or carry out a contract with you:

To fulfil ticket, merchandise, donation and membership requests.

Process payments. Please note that the Cowbridge Physic Garden does not store any Credit Card or other payment information once the transaction has been completed.

Provide the best possible services and to help us with internal administration.

Where we have your consent:

Send you updates via email about what's on, offers and news or about supporting us.

Where we have justifiable reason (including legal obligation and legitimate interest):

Use your pseudonymised details to show you advertising on such Social Media platforms as Facebook and Instagram or via other third party advertising that may appear on other websites you use. The information shared with these platforms is pseudonymised to protect your personal data.

To help us run the test version of our website that we use internally to pilot new features and ensure the smooth running of our web services.

To keep our database accurate and relevant, for example, using National Change of Address.

Detect and reduce fraud and credit risk.

Before contacting a small number of individuals we may seek additional information including, business network information and publicly available information relating to: residential location, , family*, career, donations to other organizations (including political parties where they are made public by the individual) . We may also use publicly sourced images to help identify individuals who attend our special events. For further information on applied data please see the table below.

* This does not include information about children unless given personally or made public by the individual concerned

5. How We Handle Your Information and Other Organizations

The Cowbridge Physic Garden will never share, sell, rent or trade your personal information to any third parties for marketing purposes without your prior consent. We will ask for your consent to share personal information with like-minded arts organizations.

Some of our service providers may have access to your data in order to perform services on our behalf – payment processing is a good example of this. We make sure anyone who provides a service for the Cowbridge Physic Garden enters into an agreement with us and meets our standards for data security. They will not use your data for anything other than the clearly defined purpose relating to the service that they are providing.

We may share your details with:

Service providers who work on behalf of the Cowbridge Physic Garden House for the performance of any contract we enter into with them or you, for example payment processing, printers and mailing houses, marketing agencies, database services, website hosting or email delivery service.

Where required to do so (for example, if required to do so by the ‘know your donor’ principles under charity law or a court order), or when requested by the police or a regulatory or government authority investigating illegal activities.

The Cowbridge Physic Garden is not responsible for the privacy notices and practices of other websites even if accessed using links from www.roh.org.uk and recommends that you check the policy of each website you visit and contact its owner or Data Protection Manager if you have any concerns or questions.

Despite all our precautions, no data transmission over the internet is 100% secure. So, we cannot guarantee the security of any information which you disclose to us and so wish to draw your attention to the fact that you do so at your own risk.

6. How We Protect Your Data

The Cowbridge Physic Garden is committed to protecting the personal information you entrust to us. We adopt robust and appropriate technologies and policies, so the information we have about you is protected from unauthorized access and improper use e.g. your online account is encrypted and our own network is protected.

We will keep your information only for as long as is reasonably necessary for the purposes set out in this privacy notice and to fulfil our legal obligations. We will not keep more information than we need. The retention period will vary according to the purpose, for example if purchasing a ticket only, we will typically keep your data for up to ten years from the date of your last transaction whereas if you have pledged a legacy to the Cowbridge Physic Garden, we will hold your details until notified by your executors. For further information about how long we will keep your information, please contact the Data Protection Manager using the contact details outlined in this notice.

7. Your Choices

You should find it easy to access and amend the personal information that we hold on you, or request that we stop contacting you. It's your data and we want to make sure you feel in control of it.

Or, if you prefer, you can contact us by phoning, emailing, or writing using our contact details below.

Every email we send to you will include details on how to change your communications preferences or unsubscribe from future communications.

At any time you have the right to ask the Cowbridge Physic Garden to amend or stop how it uses your personal information including for marketing purposes. You can contact us by phoning, emailing or writing using our contact details below.

You have the right to get information held about you by us corrected. If you have any concern about the accuracy of your personal data, please let us know using the below contact details.

If you would like us to remove the personal information we hold about you, please contact us using the below contact details.

You have the right to lodge a complaint with the supervisory authority, The Information Commissioner's Office – www.ico.org.uk

8. Updates or Changes to the Privacy Policy and Further Information

Further information on data protection regulations and laws can be found here:

Data Protection: <https://ico.org.uk/for-the-public>

Fundraising regulator: www.fundraisingregulator.org.uk/code-of-fundraising-practice/code-of-fundraising-practice