

The Friends of Fulham Palace – Privacy Notice

Privacy Notice

This is the privacy notice for The Friends of Fulham Palace, a registered charity (charity number 277797) that supports and helps to promote Fulham Palace, the former home of the Bishops of London situated in Fulham, south west London.

The Friends of Fulham Palace is run by a volunteer committee. We have a Data Processing contract with Fulham Palace Trust, which manages Fulham Palace, in order to deliver our membership scheme and public events programme.

We, along with Fulham Palace Trust, are committed to protecting your privacy and ensuring the confidentiality of the personal information we collect.

This Privacy Notice sets out the basis upon which information is collected about you by us through the use of the Fulham Palace Trust website and the use of the personal information you provide to us in person or online, via email, phone, in writing or other correspondence.

How we collect personal information

We collect information about you in the following ways:

- When you join as a Friend;
- When you purchase a ticket or register your interest for an event organised by The Friends of Fulham Palace;
- When you make a donation (either online, in person, or by filling out a form);
- When you sign up to The Friends of Fulham Palace non-member mailing list by filling in a form whilst at an event on site.

What information we collect

When registering as a Friend on the Fulham Palace website or filling in our registration form, you will be asked to enter your: name, address, email address and phone number.

If you are purchasing a Gift membership, you will be asked to provide these contact details for the recipient. The Friends of Fulham Palace will gain consent from the recipient before adding them to the Friends mailing list.

If you make a donation to The Friends of Fulham Palace, you will be asked to make a Gift Aid declaration which is kept on file for six years.

You may also wish to set up a standing order and will be asked to provide details of your bank or building society.

What we do with your data

We will give a clear explanation of the purpose for which personal information is collected and processed. Where necessary, we will also ask for consent to be given by a positive opt in choice. Sufficient information will be provided for an informed choice to be made. The personal data will not be used for any further purpose without additional consent being obtained. It will also be made clear how consent can be withdrawn.

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We will use the data we collect from you for the following purposes:

- To deliver the benefits of our membership scheme, as set out in the membership terms & conditions;
- To notify our membership of the AGM ;
- To send mailings relating to Fulham Palace's news, events and fundraising appeals.

How we store your data and keep it safe

Friends' membership data is stored securely by Fulham Palace Trust. The Trust has in place physical, electronic and managerial procedures to safeguard and secure the personal information we collect.

We do use other external 'data processors' to manage ticket purchases, hold membership and donation information and hold email mailing lists. All of our data processors have provided statements on how they keep your personal data safe and secure in compliance with the General Data Protection Regulation (GDPR) 2018.

All our volunteer committee members and data processors, who have access to, and are associated with the processing of personal data, are legally obliged to respect the confidentiality of our members' and supporters' personal data.

We will not retain personal data if you have unsubscribed from one of our mailing lists.

No sharing of personal information

We do not share personal information with any third parties for marketing purposes outside of your membership contract.

Some of our 3rd party data processors store information on remote servers across the world, and we have agreements with them to ensure that your information is safe and secure and not shared with other organisations.

Rights to access, remove or correct personal information

You have the right to request a copy of the information that we hold about you. Our contact details are as follows:

- By email: friends@fulhampalace.org
- Or write to us: The Friends of Fulham Palace, Fulham Palace, Bishop's Avenue, London, SW6 6EA

If a member of the public asks for their personal data to be removed from our current record systems, this will be done within one week of the request being received. The same timescale will apply when we are notified that personal information needs to be corrected or updated.

You can also opt out of email correspondence immediately by following the links to unsubscribe.

Cookies

A cookie is a small file downloaded on to the hard drive of a computer or mobile device when the user logs on to a website.

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Fulham Palace Trust's privacy notice includes its cookies policy. Please visit <http://www.fulhampalace.org/legal/privacy/> for further information.

Changes to our privacy notice

This notice will be amended in the light of any relevant changes in legislation or related good practice. This privacy notice was last updated on 1 February 2018.

How to contact us

Please contact us if you have any questions about our privacy policy. Our contact details are as follows:

- By email: friends@fulhampalace.org
- Or write to us: The Friends of Fulham Palace, Fulham Palace, Bishop's Avenue, London, SW6 6EA