

Privacy Notice

The Auckland Project is committed to respecting and protecting your privacy.

This notice explains what personal information we collect from you – whether that is in person, over the phone, by email or via our website – and why. It also outlines how we use this information, when it may be shared with other organisations and how it is securely stored.

By using our website or submitting your personal data to us, you accept the conditions within this policy. From time to time we may make changes to this notice, which will always be updated on our website.

If you have any questions about our use of personal information, please email enquiries@aucklandproject.org or write to us at The Auckland Project, Vinovium House, Saddler Street, Bishop Auckland, County Durham, DL14 7BH. You can also telephone 01388 743750.

About The Auckland Project

The Auckland Castle Trust is a company limited by guarantee, registered at Companies House under company number 07931440 and similarly with the Charities Commission under charity number 1146219.

ACT Trading Ltd is a private company limited by shares, registered at Companies House under company number 8148123.

The Auckland Castle Trust and ACT Trading Ltd have entered into an agreement to regulate any data sharing between themselves. Therefore, any consent given will apply to both organisations.

This privacy notice is issued on behalf of both organisations so when we mention "The Auckland Project", "we", "us" or "our" in this privacy notice, we are referring to the relevant organisation responsible for processing your data. We will let you know which entity will be the controller for your data when you purchase a product or service with us. The Auckland Castle Trust is the controller and responsible for this website.

Our vision is to use culture and heritage as a catalyst for regeneration and to reinvigorate the town of Bishop Auckland.

What information is being collected?

Information gathered may include:

- your name, address, email address, date of birth and telephone numbers,
- username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses
- IP address, the pages you have accessed on our website and when.

If you make a purchase from our website or at one of our retail outlets, your card information is not held in our system, it is securely processed by a specialist third party payment processor.

If you make a purchase from the Gallery at No 42 Market Place the merchant copy of the receipt will be kept securely for 3 months before it is destroyed.

How is it collected?

We collect information when you:

- use our website,
- purchase our products or services,
- sign up to our mailing list (either online or in person),
- enter a competition, promotion or survey,
- create a user account or
- purchase tickets.

Why is it being collected?

We collect your personal information in order to deliver a product or service that you have requested, and to ensure that our website delivers a positive and useful experience for visitors.

How will it be used?

Your information may be used to carry out the following activities:

- process ticket orders that you have submitted
- send you communications which you have requested and that may be of interest
- carry out customer insight work and track the effectiveness of our marketing campaigns
- refine and develop our visitor, learning and community offerings and produce case studies
- evaluate our offerings for research purposes, which may involve sharing anonymised data with third parties including funders
- process a job or volunteering application
- to carry out our obligations arising from any contracts entered into by you and us
- dealing with entries into a competition
- dealing with enquiries you have made
- seek your views or comments on the services we provide
- notify you of changes to our services
- process donations you have given and claim Gift Aid
- send you communications regarding fundraising activities
- attribution to a historical record in the case of oral histories only

When signing up to our mailing list, visitors will be invited to provide preference information on the type of content they are interested in receiving. Visitors will receive communications on the subject areas they have expressed an interest in, as well as our regular communications, which include a monthly email newsletter and a seasonal print magazine. These may sometimes include information on events or activities organised by our partners or other local organisations that may be of interest to you. However, your data will not be shared with any third parties.

You can choose to receive either or both of these communications and may unsubscribe at any time by emailing marketing@aucklandproject.org. Sometimes we may send a communication based on previous events or activities attended, rather than preferences selected during the sign up process. However, we will not send out marketing communications unless you have given consent.

In addition, you may also receive automated emails to confirm any bookings you have made, or to provide additional information ahead of your visit, such as details of car parking and where to buy food and drink. You may also receive a post-visit survey and any data collected will be used to improve our visitor experience.

Where we refer to customer and marketing insight activities, this may mean market research or reviewing our marketing campaigns to see how effective they have been in encouraging people to book tickets, visit our website or sign up to our newsletter. We may do this by tracking how many people have opened our emails, clicked on a link or bought a ticket via the email. It may also refer to market research and profiling carried out by a third party. Where this is the case, personal information will not be supplied to the third party supplier without consent.

Fundraising communications are treated separately and those on our general mailing list will not receive them unless they have specifically opted in, or they have joined our Friends scheme.

How long will your data be retained?

We are legally required to retain some personal information for a set period of time, for example to process Gift Aid or fulfil the terms of conditions of our funding. Once we no longer need your personal information, it will be securely disposed of.

Type of data	May include	How long it will be held
Visitor data	Name, address, email address, telephone number, date of birth	Five years (from the point of your last visit, unless you ask us to delete it earlier)
HLF data	Name, address, email address, telephone number, date of birth, photo If you have attended a HLF funded activity, data will be held to meet the requirements of our funding agreement	10 years
Enquiries	Name, email address If you have enquired about making a donation to our collection, some data will be held on you, even if the enquiry is not progressed	One year (if the enquiry is not progressed)
Gift Aid declarations	Name, address HMRC require us to keep a record of any Gift Aid declaration for a specified period of time	Six years

Who will it be shared with?

We will not sell or share your personal information with third parties for marketing or fundraising purposes.

Your information may be shared with a third party service provider for the purpose of carrying out a task or providing a service to you on our behalf, such as the purchase of an admission ticket to one of our attractions. We may also supply data to an external mailing house in order to send out some of our regular marketing communications.

However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

What is the lawful basis for processing?

Under GDPR, there are several lawful bases for an organisation to process personal data. These are:

- **Consent:** the individual has given clear consent to process their personal data for a specific purpose.
- **Contract:** the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.
- **Legal obligation:** the processing is necessary for you to comply with the law (not including contractual obligations).
- **Vital interests:** the processing is necessary to protect someone's life.
- **Public task:** the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.
- **Legitimate interests:** the processing is necessary for your legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.

The table below outlines the lawful basis for each data processing activity we undertake.

Activity	Consent	Contract	Legal obligation	Vital interests	Public task	Legitimate interest
process ticket orders that you have submitted		✓				
send you communications which you have requested and that may be of interest	✓					
carry out customer insight work and track the effectiveness of our marketing campaigns						✓
process a job or volunteering application		✓				
to carry out our obligations arising from any contracts entered into by you and us		✓				
dealing with entries into a competition		✓				
seek your views or comments on the services we provide						✓
notify you of changes to our services						✓
process donations you have given and claim Gift Aid			✓			
send you communications regarding fundraising activities	✓					

Cookies and website monitoring

Like many other organisations, we use cookies to monitor traffic to our website. A cookie is a small amount of data generated by a website and saved by your web browser, which is used to remember information about you. This information will not identify you as an individual but will provide general information such as the city you live in, which we use to improve our website and ensure a strong user experience.

To monitor our website traffic, we use Google Analytics to track how many people visit our site, which other website they have come from, which of our web pages they visit and how long for. We also use Google Analytics Demographics and Interests reporting to understand our audiences and improve their experiences when using our website.

Website users who do not want their data collected via Google Analytics can opt-out by installing a browser add-on that tells the website not to send information to Google Analytics. To install the Google Analytics opt-out browser add-on, click [here](#). You can also opt-out through Ads Settings, Ad Settings for mobile apps, or any other available means (for example, the NAI's consumer opt-out).

External links

Our website contains links to third party websites, in order to offer users easy access to information that they may find useful or interesting. Sometimes we may include a link to cultural or accommodation partners, but these are not affiliate links and no commission is made, nor is there a transfer of personal data. The Auckland Project does not take responsibility for the content of those websites.

Photography, film and CCTV

We will sometimes take photographs or film at our events or venues and these photographs will be used for promotional purposes, for example on our website or social media channels. Visitors will be notified of this through the use of posters and verbal instructions.

Photographs or film featuring individuals or small groups who can be easily identified are subject to data processing regulations. We will ask individuals to sign a consent form prior to any images being taken or recorded and these forms will be stored securely.

If a photograph features a child under the age of 16, we will ask a parent or guardian for consent.

Photos may be used for promotional purposes for up to five years after an event, but may then be retained for the purpose of building a community based archive to record the history of our venues. Should consent for the use of your photograph be withdrawn, we will cease use in future marketing activities and will endeavour to remove the image from historical content, but this may not always be possible, for example in print material that has already been distributed.

CCTV is used extensively throughout our site to monitor the activities of individuals. We abide by the CCTV Code of Practice in the management of information recorded and retained by surveillance equipment.

Security and data processing

We will take all reasonable steps to ensure that your data is stored and processed securely and in-line with both our data policy and processes and the current laws on data protection.

When making a credit or debit card transaction, your details are encrypted and protected via an SSL certificate. When you are on a secure page, a lock icon will appear on the bottom of web browsers such as Microsoft Internet Explorer.

Where you have created a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Transfer of data outside the EU

As part of the services offered to you through this website, the information that you provide to us may be transferred to countries outside the EEA.

Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission.
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe.
- Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield which requires them to provide similar protection to personal data shared between the Europe and the US.

Please Contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

Your rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These are set out in the glossary at the end of this notice.

If you wish to exercise any of the rights set out above, please contact us.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Children

Those over the age of 16 can give their consent to receive marketing communications from us. If you are under the age of 16, consent from a parent or guardian is required.

You still have the same rights as an adult with regards to how your data is processed.

How can you find out about or update the information we hold about you?

It is important that any personal information we may hold is kept accurate and up-to-date. You can review the information we hold on you at any time by emailing enquiries@aucklandproject.org or write to us at The Auckland Project, Vinovium House, Saddler Street, Bishop Auckland, County Durham, DL14 7BH. You can also telephone 01388 743750.

We have appointed a data privacy manager who is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests to exercise your legal rights, please contact the privacy manager using the details set out below.

Robert Wicks
robert.wicks@aucklandproject.org
01388 743040 or 01388 743750

This policy was last updated in May 2018.

GLOSSARY

Your Legal Rights

You have the right to:

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.