LYTHAM HALL

Privacy Policy

HERITAGE TRUST FOR THE NORTH WEST

REG CHARITY 508300

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| Last updated | 15/03/19 |

Under the data protection laws, individuals have the right to know how we use any personal data that we hold about them. This policy sets out what information we collect and store, and why, and how we manage that date. We are committed to protecting your privacy.

**Who are we?**

Lytham Hall is a private house set within 78 acres of historic parkland which is owned by Lytham Town Trust (reg charity - 1000098) and leased by Heritage Trust for the North West (reg charity 508300).

Our contact details are:Lytham Hall, Ballam Road, Lytham. Lancashire. FY8 4JX

Email – lytham.hall@htnw.co.uk, Phone 01253 736652

The Hall and Grounds are open to the public (Opening times may vary). We welcome companies and private groups to have bigger events in the parkland, couples to use the Hall and grounds for weddings, as well as corporate conferences and meetings. To learn more about the Hall and wider Estate go to [www.lythamhall.org.uk](http://www.lythamhall.org.uk)

**Data Protection Contact at Lytham Hal**l

If you have any questions about this policy or how we handle personal information, please contact the General Manager in writing using the details below:-

Email address – lytham.hall@htnw.co.uk

Postal Address – General Manager, Lytham Hall, Ballam Road, Lytham. Lancashire. FY8 4JX

**What type of information?**

Personal information that we collect is information that can be used to identify you. For example: -

* Personal details (title, name, address, email and telephone number etc)
* Financial information (payment details such as credit card, bank details, financial references)
* Details of your interests and preferences (types of interests / activities you undertake with us)
* If you are a volunteer or employee, we may request information such as references, medical conditions, copies of photo identification, details of emergency contacts etc. to protect you and us.

**How we collect this Data?**

We will only collect personal information that you have consented to give us. We will ask for consent to send you information and keep in touch with you. We will ask you how you would like to be kept in touch and the areas of the estate that interest you.

We will collect personal information when you or your organisation enquire or register an interest in our special events, the open house, group booking, a corporate event, a private event, a wedding, volunteer work, employment inquiries etc.

We sometimes receive personal data about individuals from third party providers. For example, if we are working with a contractor or partner on a project and you have provided your details to them.

**How we use your data?**

We will only use your personal information with your consent, or where it is necessary to:

* Enter into, or perform a contract with you
* Comply with a legal duty
* Protect your vital interests
* Use for our own (or third party's) lawful interests, provided your rights don't override these

**We may use your information in a variety of ways including to:**

* Send you information about our latest news, project, volunteering, special events, open house group packages, open house school packages, wedding open days, corporate events and so on via email.
* Process your registration to become a volunteer, guide, member of staff.
* Process your registration to a corporate activity or event.
* Send you information about volunteering or seasonal work.
* Update your information to respect your choices and preferences.
* Process orders and the purchase of products, services or tickets, including any disability and dietary issues.
* Record any accidents / incidents that has occurred on our property or at one of our events - public or private.

**Disclosing and Sharing Data**

We will never sell or pass your personal information to other organisations to use for their own purposes.

We may share your personal information, when necessary, with internal coordinators and staff, who will contact you only about events and activities that you have said you are interested in. This contact will be carried out under guidance to keep your information confidential and secure.

We may share your personal information, when necessary, with 3rd parties and contractors that we have asked to carry out a service on your behalf for purposes such as events. These activities will be carried out under a contract which imposes strict requirements on those parties to keep your information confidential and secure.

We will share your information when we are legally obliged to at the request of a government or law enforcement authority.

We may share your information if there was an overriding need e.g. to protect your safety if there was an emergency at an event we are running. Any third party would be required to delete all shared data once the matter has been resolved.

**How we Communicate with you**

We will only contact you for marketing communications if you have told us directly that we can.

You can find out what personal data information we hold about you and update your information by contacting us - by email – lytham.hall@htnw.co.uk

Telephone – 01253 736652 or via our website contact form at [www.lythamhall.org.uk](http://www.lythamhall.org.uk)

You can request changes to your personal information or removal from our records at anytime by contacting us by any of the methods listed above.

**How we Protect Data**

We take the security of our customers personal data information very seriously and take appropriate steps to ensure your data is securely stored. We store data in both physical and electrical formats. Physical data is stored in our office that is locked when no one is in it. Electronic data is secured on a private secure computer network, on password protected computers. On top of this, in both cases we control who has access to the information.

Your personal data is only accessible to authorized personnel and all staff work in accordance with our data protection policy and procedures.

We only hold your personal information for a long as is necessary and for the purpose it was collected for. Every two years we will review what information we hold and delete what is no longer required. If we dispose of your data, it will be done so securely.

**CCTV**

Lytham Hall is protected by Closed Circuit Television (CCTV) and you may be recorded when you visit.

CCTV is used to provide security and protect both our staff and visitors. CCTV will only be viewed when necessary (for example, to detect or prevent crime) and footage is stored for a set period of time, after which it is recorded over. Lytham Hall complies with the Information

Commissioner’s Office CCTV Code of Practice and we put up notices so you know when CCTV is used.

**Donations and Fundraising**

If you make a donation, we’ll use any personal information you give us to record the nature and amount of your gift, claim Gift Aid where you’ve told us you’re eligible, thank you for your gift or let you know if you have won a prize. If you interact or have a conversation with us, we’ll note anything relevant and store this securely on our systems.

If you tell us you want to fundraise to support our cause, we’ll use the personal information you give us to record your plans and contact you to support your fundraising efforts.

Charity Commission rules require us to know where funds have come from, as well as any conditions attached to them. We follow a due diligence process which involves researching the financial soundness, credibility, reputation and ethical principles of donors who’ve made, or are likely to make, a significant donation to Lytham Hall.

**Cookies**

Our website uses Cookies. Cookies are small text files which are stored on your electronic device when you visit our website. They do not contain or collect any personal data, they are just a unique string of letters and numbers.

**About this privacy policy**

Please check the above policies before you submit any personal data on this website. This privacy policy applies solely to the personal data collected by Lytham Hall.

We’ll amend this privacy policy from time to time to ensure it remains up to date, shows how and why we use your personal data, and reflects any new legal requirements. Please visit our website to keep up to date with any changes. The current version will always be posted on our website.

Lytham Hall,

Heritage Trust for the North West

17/03/2019