

Website Privacy Policy

The privacy and security of your personal information is extremely important to us. This cookies and privacy policy sets out how Chailey Heritage Foundation uses and protects any information that you provide when you visit this website.

Who are 'we'?

'We' refers to the charitable organisation Chailey Heritage Foundation (CHF). For the purposes of the General Data Protection Regulation (GDPR) CHF is the data controller.

The Data Protection Officer can be contacted via email on dpo@chf.org.uk

We are grateful for your support and interest in our charity. We promise to always endeavour to store your personal data securely. Should we ask you to provide certain information by which you can be identified when using this website, you can be assured that it will only be used in accordance with this privacy statement.

You can always change your mind at any time by contacting us through the contact form on our website at www.chf.org.uk/contact-us or telephone us on 01825 724444.

We use Google Analytics to help us analyse user interactions and improve the functionality and performance of our website. By continuing to use our website, you consent to the use of cookies in accordance with this policy. This policy is effective from April 2024

Why do we collect data?

We will only use your personal data on relevant lawful grounds as permitted by the UK General Data Protection Regulation (from 25 May 2018)/UK Data Protection Act 1998 and Privacy of Electronic Communication Regulation.

The lawful basis for processing your personal data can be contractual, legal obligation, vital interest or legitimate interest.

We collect data:

- To process and respond to requests, enquiries and complaints received from you
- To provide services requested by you
- To communicate with you about services provided to you
- To process payments
- To update our records
- To analyse trends and profiles
- For audit purposes
- To carry out customer satisfaction research
- To prevent or detect fraud.

We will only hold your personal information on our systems for as long as is necessary for the purposes set out above and we will remove it when the purposes have been met, unless you opt-in for future communications with us.

Where you have opted-in to future communications, we will, on each subsequent communication, offer you an easily executable 'opt-out' option, which will allow you to remove yourself from any future mailings.

This information helps us better understand your needs – and in turn provide you with a better service – and is useful for the following reasons:

- Internal record keeping
- Improving our products and services
- Sending promotional emails about new products, special offers or other information which we think you may find interesting using the email address you have provided
- Using your information, from time to time, to contact you for market research purposes. We may do this by email, phone, or mail. We may also use the information to update the website according to your interests

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Links to other websites

Our website may contain links to external websites of interest. However, once you use these links and leave our site, please be aware that we do not have any control over the content or processes of external sites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites, and they are not governed by this privacy statement. We recommend exercising caution and checking the privacy statements applicable to these websites.

Consent

We want you to remain in control of your personal data. If, at any time, you want to update or amend your personal data or marketing preferences please contact us. You also have the right to erasure (remove any data we hold), to rectification (correct any inaccuracies in the data we hold), to restriction (of any data we hold) and the right to object (to us holding any data) .

You also have the right to lodge a complaint with the supervisory authority – the Information Commissions Office (ICO) in the UK at www.ico.org.uk

Subject access rights

If you would like to request a 'subject access request' (SAR) please write to the Data Protection Officer at the address above or email on dpo@chf.org.uk. You will be asked to provide the following details:

- The personal information you want to access;
- Where it is likely to be held;
- The date range of the information you wish to access

We will also need you to provide information that will help us confirm your identity. If we hold personal information about you, we will give you a copy of the information in an understandable format together with an explanation of why we hold and use it. Once we have all the information necessary to respond to your request we'll provide your information to you within one month. This timeframe may be extended by up to two months if your request is particularly complex.

Payment Card Security

At Chailey Heritage Foundation, we are committed to protecting the security of your payment card information. When you make a donation or purchase on our website, your card details are handled by a trusted, PCI-DSS compliant payment processor. We do not store full card information on our systems, and any data you submit is encrypted using SSL technology to prevent unauthorised access. For further details, you may refer to the privacy policy of our payment processor. If you have questions regarding your data rights or payment security, please contact us.

Contact Us

You can contact us in one of the following ways:

Call us: 01825 724444 Open 8:30am - 4:30pm weekdays

Write to us:

Chailey Heritage Foundation
Haywards Heath Road
North Chailey
East Sussex
BN8 4EF

Email us : Data Protection Officer on dpo@chf.org.uk

Cooking Settings Policy

What is a cookie?

A cookie is a text file that downloads small bits of information from a web page to the device you are using to access it. The next time you visit the website using that device the details of your previous visit are remembered. Cookies help us maintain the performance of the website and allow us to remember your preferences and make improvements based on visitor statistics. We also sometimes place cookies on your device which help us serve relevant adverts to you when you visit other websites.

Managing cookies

Most web browsers allow you to manage which cookies you accept via their settings, and you can visit one of the links below to find out more about this. If your browser is not listed, we recommend using the 'Help' functionality on your browser to find out

about how it handles cookies. You can also visit the website you downloaded the browser from for more information.

Types of Cookies we use

The different types of cookies we use on the website and the function of them is listed below.

By Populate (CMS)	cookies: stores the user preference for cookies value is 1 or 0 - 28 days - essential cookie populate_CUID: stores the user login session identifier - 32 character string - 28 days - essential cookie populate_CUSID: stores the user login session identifier - 32 character string - 28 days - essential cookie
By Google Analytics	NID __utma __utmb __utmc __utmt __utmz _ga _ga_QL46WXG0NQ
By Facebook	_fbp

By Beacon forms	beacon_vid
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Google Analytics cookies

We use a programme called Google Analytics, which in turn uses cookies to help us find out how many people visit our site, which pages and parts are most popular, how long people spend in each area and what information people are searching for. All this insight helps us to understand how we can improve our site.

Last updated: 25/11/2024