# Privacy Policy

### Introduction

This privacy notice sets out the way we process your information and the way we use it. The Data Controller is the Ilkley Manor House Trust, Castle Yard, Ilkley, LS29 9DT. Registered Charity No. 1174051

### How we collect your information

We collect your personal information when you apply to become a volunteer for the Trust or when you provide your email address on the website, when you sign up to become a supporter on our website, or when visiting the Manor House in person to receive newsletters and information about events and activities at the Manor House.

### Data we gather

When you complete our volunteer application form, we ask you to provide your name and address, email, telephone number and in some cases any relevant skills or experience. Depending on your volunteering role we ask you to sign-up for particular shifts.

If you join our Supporters scheme, we only collect the personal information that we need to administer our membership and your card information is not held by us, it is collected by our third-party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions. We may also capture information as to whether you are a UK taxpayer so we can claim gift aid.

To receive newsletters and other information about events at the Manor House you provide your email address.

### How we use it

1.    Co-coordinating your volunteer sessions. We will contact you about volunteering opportunities that you may wish to take part in. If you have joined our online volunteer system you will have the facility to schedule your own sessions and, in some circumstances, log the hours you have worked.

2.	Send you Newsletters and other event information. If you have requested newsletters, we will send them to you via the email address you have provided. You can always unsubscribe if you wish.

3.	If you have joined our supporters' scheme, and you provide your email address, you will receive invitations to events and newsletters by email, from which you can also unsubscribe at any time.

## Sharing your data with other organisations

We do not share your data with other organisations other than as set out below: -

*Better Impact*

Better Impact supply our online Volunteer Management System.

*Mailchimp*

MailChimp provides a bulk emailing service and we use them to send out our newsletters. We have assessed the reputation and the security measures of both these companies and are satisfied that they are suitable organisations to share your data with.

*Go Cardless*

Go Cardless - a secure site for the collection of regular or one-off payments for our supporters' scheme membership

*Beacon*

Beacon - a secure cloud-based database allowing supporters to register for our supporters' scheme and providing a CRM system for us to manage membership.

## How long is your information kept?

We will endeavour not to keep your information longer than the regulatory requirements dictate. If you volunteer, we are obliged by common law to retain your data for up to six years.

**Your Rights**

You have the right to ask us, in writing, for a copy of all the personal data held about you. (This is known as a "subject access request.") You should write to: -
The Administrator, The Manor House, Castle Yard, Ilkley, LS29 9DT
If you do this you should include your telephone number so we can verify your identity. You can also ask us to correct or delete the information we hold about you and you should ambien no prescription fedex contact us at the address above or by email admin@ilkleymanorhouse.org

**Cookies**

*What is a Cookie?*
A cookie is a small file placed on your computer's hard drive. It enables our website to identify your computer as you view different pages on our website.
Cookies allow websites and applications to store your preferences in order to present content, options or functions that are specific to you. They also enable us to see information like how many people use the website and what pages they tend to visit.

*How we use Cookies*
We use them to recognise you when you return to our website. This saves you having to login again.

| Cookie Name | Cookie Owner | Cookie Description |
|---|---|---|
| _gat_UA-115737135-1 | Google Analytics | This is a pattern type cookie set by Google Analytics, where the pattern element on the name contains the unique identity number of the account or website it relates to. It appears to be a variation of the _gat cookie which is used to limit the amount of data recorded by Google on high traffic volume websites. |

ILKLEY
MANOR
HOUSE

| Cookie Name | Cookie Owner | Cookie Description |
|---|---|---|
| _gid | Google Analytics | Used to distinguish users. |
| _ga | Google Analytics | Used to determine a user's inclusion in an experiment and the expiry of experiments a user has been included in. |
| DYNSRV | Hosting Provider | This cookie is believed to be used for load balancing to manage server traffic demand. |
| wp-settings-time- | WordPress | WordPress also sets a few wp-settings-{time}-[UID] cookies. The number on the end is your individual user ID from the users database table. This is used to customize your view of admin interface, and possibly also the main site interface. |
| wp-setting- | WordPress | WordPress also sets a few wp-settings-[UID] cookies. The number on the end is your individual user ID from the users database table. This is used to customize your view of admin interface, and possibly also the main site interface. |
| wordpress_test_cookie | WordPress | WordPress sets this cookie when you navigate to the login page. The cookie is used to check whether your web browser is set to allow or reject cookies. |
| wordpress_sec | WordPress | Essential WordPress session management cookies for logged in users. |

| Cookie Name | Cookie Owner | Cookie Description |
|---|---|---|
| wordpress_logged_in | WordPress | After login, wordpress sets the wordpress_logged_in_[hash] cookie, which indicates when you are logged in, and who you are, for most interface use. |
| gdpr_popup | Ilkley Manor House | This cookie is used to track who has already been shown the notice. The cookie has been set never to expire unless there is a change in the privacy policy. |

**Who to Contact**

If you would like to discuss anything in relation to this policy or how we handle your personal information email our administration Officer via
admin@ilkleymanorhouse.org

*Last reviewed and amended: 01/02/2022*

*Next review: 01/02/2024*