



1 Introduction

We organise pilgrimages to the shrine of Our Lady of Lourdes in France for the dioceses of Clifton, East Anglia, Northampton and Southwark, for Stonyhurst College and for the Glanfield Children's Group.

To enable us to carry out our work, we collect and use personal data about our pilgrims and those who support our work in other ways, for example by visiting our website and donating to us.

We may process personal data to ensure that we are complying with our legal obligations, or because we believe we have a legitimate interest in processing the personal data. Where we rely on legitimate interest, we have considered whether or not our legitimate interest in processing personal data is overridden by the rights and freedoms of our pilgrims and supporters and have concluded that they are not.

We are committed to being transparent about how we collect and use personal data and to meeting our data protection obligations. This statement sets out what personal data we collect and use and explains your rights as regards to your personal data.

We reserve the right to update this statement at any time.

2 Why do we collect and use your personal data?

Pilgrims

Our pilgrims are those who seek to or do join us on our pilgrimages. Our pilgrims comprise of:

- Assisted pilgrims, to whom we provide specialised care and/or other practical support on our pilgrimages. This group includes the children and young people who join our pilgrimages as part of the Glanfield Children's Group;
- 'Ordinary' pilgrims, who join us on our pilgrimages but who do not require any specialised care and/or other practical support on our pilgrimages; and
- Volunteer helpers, who help provide the specialised care and practical support to our assisted pilgrims.

We collect and use personal data from you, as one of our pilgrims, for a variety of reasons. Those reasons may include:



- Providing you with specialised care and practical support on our pilgrimages;
- Assessing your suitability to join our pilgrimages, or for any volunteering role you have applied for, which may include collecting personal data about you from third parties e.g. doctors, referees;
- Organising our pilgrimages and providing you with information about our pilgrimages;
- Contacting you for feedback on aspects of our operations;
- Contacting you regarding our fundraising, events and activities outside of our pilgrimages; and
- As required by law or by statutory and/or regulatory bodies.

Supporters

We collect and use personal data from you for a variety of reasons that may include:

- Contacting you regarding our work, fundraising, events and activities;
- Processing any donations you make to our work, including in relation to administering Gift Aid information;
- Contacting you for feedback on aspects of our operations; and
- As required by law or by statutory and/or regulatory bodies.

3 What personal data do we collect and use?

Pilgrims

We may collect and use the following type of personal data:

- Your full name, date of birth, gender and nationality;
- Your full contact details;
- Details as to your health and any medical treatment you are receiving;
- Details of your qualifications, skills and experience;
- Any relevant communication you may have with us, whether verbal or written; and
- Details of your nominated Emergency Contact.

We may collect this information from you either verbally (face to face or by telephone) or through any paper or electronic documents we require you to complete.



Supporters

We may collect and use the following type of personal data:

- Your full name and contact details;
- Your record of donations and, if appropriate, your Gift Aid details;
- Any relevant communication you may have with us, whether verbal or written; and
- Any other relevant information you provide to us.

4 What do we do with your personal data and who has access to it?

Pilgrims

Personal data regarding all pilgrims is shared on a need to know basis with relevant members of our management teams, care teams, trustees, our tour operator, relevant statutory and regulatory bodies or as required by law and relevant third parties for the purposes of continuing with and promoting our work. Without this sharing of personal data, we would not be able to undertake, continue with or promote our work.

We will not share your personal data with any other third party organisations unless we are required to do so by law.

Supporters

We retain your donation records and Gift Aid details for any such period as we are required to do by HM Revenue and Customs.

We retain your personal details for the purpose of contacting you for marketing, research and updates about us, if you have given us your consent to do this. Personal data regarding our supporters may be shared on a need to know basis with relevant members of our management teams, trustees, relevant statutory and regulatory bodies or as required by law.

5 How long will we store your personal data for?

We may store your personal data for up to seven years after your last interaction with us, unless legislative requirements dictate that we may store your personal data for a different period of time.

If you request that we delete your personal data, we will keep your request on record for seven years.



6 Where do we store your personal data?

Pilgrims

Your personal data is stored in a number of places in the UK by our tour operator, members of our Board of Trustees and Management Team and relevant third parties for the purposes of continuing with and promoting our work.

Additionally, your personal data is stored in a number of places [a] by our tour operator and [b] by members of our Board of Trustees and Management Team in Lourdes.

Supporters

Your personal data is stored in the UK at our Registered Office.

Cookies are small text files that your browser saves to your computer and which help it to remember who you are, for example when saving your user preferences between visits.

We use a small number of cookies on our websites to facilitate certain features and to help us operate more efficiently, for example to enable us to compile visitor statistics so that we know which pages are popular and which ones need more attention.

Some of our third-party features, such as embedded YouTube videos and the Twitter and Facebook buttons in our news articles set third-party cookies. You can disable cookies through your browser settings, or with a browser add-on.

If you follow links to other sites from our website, your data will be subject to the privacy policies on those sites. We recommend that you check the privacy policy of these sites before providing your data.

8 What are your rights with regard to your personal data?

You have a right to have a copy of all the personal data we hold about you. You should make any such request to us via our Registered Office.

You have the right to query any of the personal data we hold about you. Again, you should do this by contacting us via our Registered Office.

You have the right to ask us to stop sending some or all communications. You should make this request to us via our Registered Office. This does not apply



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to communications that we are legally bound to send you e.g. Gift Aid documentation.

You have the right to ask us to delete any personal data that we hold about you. You should make this request to us via our Registered Office. This does not apply to information that we are legally bound to retain e.g. Gift Aid documentation.

9 How do you complain about our handling of your personal data?

In the first instance you should contact us via our Registered Office.

If you are not satisfied with our response, you should raise your complaint with the Chair of the Board of Trustees.

In the unlikely event that you remain dissatisfied, you may contact the Information Commissioner's Office:

<https://ico.org.uk/concerns>

Alternatively, you may call their helpline on 0303 123 1113.