



Highcliffe Castle Privacy Notice – Owned and operated by BCP Council

Please read the Council's general Privacy Notice as well as this notice; it is available [Here](#)

What we do

Highcliffe Castle will be the Data Controller for the personal information you provide. Personal information can be anything that identifies and relates to a living person. This could be your name and contact details. As the Data Controller, BCP Council–Highcliffe Castle will use your information to provide you with our services which includes arranging and delivering weddings, events and functions, processing membership and visitor enquiries, maintaining and conserving the building and its grounds.

The purposes we use your personal information for

We collect and process your personal information to provide these services to you. This will include:

- Processing visitor and volunteer enquiries
- Maintaining our Season Ticket/ Membership database
- Processing wedding/event/ function enquiries and bookings
- Processing group bookings
- Processing school bookings and maintaining our educational database
- Administering payments

The personal information we collect and use

We only obtain and use the information we need to provide our services to you as a customer. We do obtain and use special category information for our current volunteers.

The Law we use to process your personal information

According to the General Data Protection Regulation (GDPR) and the Data Protection Act (2018) we must have a reason to collect and use your information.

The GDPR/DPA Conditions we meet

The conditions that we use to process your personal information are:

- **Contract:** the processing is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract with you.

Special category personal information for volunteers - *We also use these additional conditions to process your special category personal information

- **Consent:** you have given explicit consent to the processing of your personal information for one or more specified purposes.

How to withdraw your consent

Where you have been asked to provide your consent to processing you can withdraw it at any time. If you wish to withdraw your consent, please contact or talk to the officer in the Council who has been providing the service or services to you. If you do not have an officer that you have regular contact with, please make your request to withdraw consent to our Customer Services team:

<https://www.bournemouth.gov.uk/contactus/contactus.aspx>

Remember to tell us which service or services your request applies to, so that we know who to send it to within the Council.

Who we may share your information with

Any paid member of the Highcliffe Castle team employed by BCP Council.

If you are a Season Ticket Holder/ Member we share your data with an external company in order to process your membership card with our till systems. You would have provided consent for this data collection on your application form. For administrative purposes our Season Ticket/ Membership Volunteers will have access to your personal information detailed on your application form for the process of your application.

How long we keep information about you

Members: Your details will be stored for the duration of your membership, if you do not renew your membership then your details will be deleted a month after your membership has finished.

Wedding Couples: Your details for all wedding correspondence relating to your wedding at Highcliffe Castle will be kept for 2 years after your wedding date. The only exception will be your wedding contract which will be kept for 6 years after your wedding date.

Event and Function Hire: Your details for all event and function correspondence relating to your event or function at Highcliffe Castle will be kept for 1 year after your event/function date. The only exception will be your event/function contract which will be kept for 2 years after your event/function date.

Volunteer Data: Volunteer details will be kept on record for the duration of your volunteer time with the Castle. This data would be deleted as soon as you resign

unless you agree to join our volunteer alumni group and in that instance we will retain your email for communication.

Guided Tour Customer Information: All details are destroyed as soon as the tour is completed on a daily basis.

Accident/Incident Form Data: We will store the forms in an electronic format on the Castle database for 3 years and also forward all forms onto the BCP health and Safety team.

Further Information

For any enquires please contact the Castle direct on:

Email: enquiries@highcliffecastle.co.uk

Tel: 01425 278807