



Gloucester History Festival Privacy Policy

1. Overview

Gloucester History Trust CIO is the registered charity that runs the annual Gloucester History Festival.

This policy tells you what to expect when we collect your personal information. It applies to information we collect when you:

- Visit the Gloucester History Festival website
- Purchase tickets
- Provide us with your contact information so we can inform you of future programmes
- Provide us with your contact information so we can inform you of volunteering opportunities
- Complete feedback forms about History Festival events in paper format or online, and choose to supply contact information and/or your postcode along with feedback
- Sponsor an event or element of the History Festival, or we contact you to discuss potential sponsorship
- Deliver an event , or we contact you to discuss delivering an event

We are committed to the protection of your privacy. All information given to us will be held securely and used in accordance with this policy, the General Data Protection Regulations (GDPR) and the Data Protection Act 2018.

2. Use of Information

We collect personal information in order to deliver and promote the annual Gloucester History Festival and related events. We will only use your personal information for the purposes for which you have given it to us, and with your consent. However, if you give us your postcode, we may use it to analyse the take-up of our events so we can develop and improve our programme.

3. Who we might share your information with

We do not disclose personal information to any third parties or external organisations, other than data processors carrying out work on our behalf. Examples of such data processors are:

- Netl (our website provider) whose database is hosted on [Microsoft Azure \[update\]](#)
- Mailchimp (used to maintain our mailing list for those who have opted to join it)
- ~~Gloucester City Council (who provide our main ticketing service)~~ [\[Jacqui – how is that happening this year?\]](#)

Any such companies are acting as approved data processors for Gloucester History Trust. We make sure, as far as we are able, that anyone who provides a service for the Gloucester History Trust meets the requirements of GDPR.

If you are using our website or associated social media we use Google Analytics to report on usage of the site to help develop the Festival.

4. How long we keep your personal information for

When you sign up to receive our future programmes, or to volunteer

- We retain your details until you unsubscribe or let us know you wish to withdraw

When you take part in surveys

- We will use your details for the purposes for which you have given them (e.g. to provide more detailed feedback) but not usually for more than 2 years.

When you correspond with us about contributing to the events programme or History Festival sponsorship

- We will retain your contact details for the duration of our relationship or until you let us know you no longer wish to be involved in the Gloucester History Festival. In addition, we need to retain details relating to financial transactions for 7 years.

When you buy tickets:

- [Your information is held by Gloucester City Council or the partner selling you the ticket, such as Gloucester Cathedral. Please see their privacy policies for further details.](#)

5. History Festival website and cookies

In order to make the History Festival's website easier to use and improve our service, we sometimes place small amounts of information on your device, for example, your computer or mobile phone. These are known as cookies and are used by most websites. These pieces of information are used to improve services for you through, for example:

- Enabling a service to recognise your device so you don't have to give the same information several times during one task
- Recognising that you may already have given a username and password so you don't need to do it for every web page requested
- Measuring how many people are using services, so they can be made easier to use and there's enough capacity to ensure they are fast

You can manage these small files yourself and learn more about them through Internet browser cookies - what they are and how to manage them.

Our use of cookies

Author: Google

Purpose: So that our service is available when you want it, and fast, we measure numbers and volumes of visitors. These also help us to understand what visitors want to use and not to use, so we can improve the service you receive and archive what is not used.

- _ga
- _gat
- _gid

For more details, please view Google's policy on use: [Google cookie policy](#).

Author: Gloucester History Festival

Purpose: For use of the website, to maintain state on the server, and for the third-party components within the site, we use cookies.

- ARRAffinity
- __cfduid
- _gid
- lang

For more details, please view [Twitter](#), [Facebook](#), [Cloudflare](#) and [Azure's](#) policies on cookie use.

6. Links to other websites

If you follow a link to a third party website, you leave the area controlled by us, and are advised to read their Privacy Policy.

7. Your rights

In addition to this policy your personal data is protected in the UK by the Data Protection Act 2018. Under this Act we will only process any data we hold about you in a lawful and fair manner. We will keep your data securely to prevent unauthorised access by third parties.

Your personal data may have to be disclosed if we are required to disclose it by law, or as a result of a lawful request by a governmental or law enforcement authority.

You have rights to withdraw consent, to access the information we hold about you, to correct inaccurate information or have your information erased, and to object to the way we are using your information.

If you wish to use any of these rights, please contact us.

8. How to contact us

Please contact us if you have any questions about this privacy policy:

admin@gloucesterhistoryfestival.co.uk

Telephone: 01452 425295.

9. Making a complaint to the Information Commissioner

If you wish to make a complaint about how we use your personal data to the Information Commissioner's Office, you can contact them by visiting their website at <https://ico.gov.uk> or by calling 0303 123 1113.

10. Policy changes

Any changes to this Privacy Policy made by the Gloucester History Trust will be posted on the Gloucester History Festival website and will take effect immediately.

Gloucester History Trust Privacy Policy v2, August 2020

Gloucester History Festival Privacy Policy v1.2 June 2018