

## Privacy Policy

### **At The Crossness Engines Trust, we're committed to protecting and respecting your privacy.**

This Policy explains when and why we collect personal information about people who contact us by post, in person or through our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to [privacy@crossness.org.uk](mailto:privacy@crossness.org.uk) or by writing to The Data Protection Officer, The Crossness Engines Trust, Thames Water Old Works, Bazalgette Way London SE2 9AQ. Alternatively, you can telephone 020 8311 3711.

### **Who are we?**

The Crossness Engines Trust is a registered charity (no. 297585) and company limited by guarantee (no. 2141756). Our registered address is Thames Water Old Works, Bazalgette Way, London SE2 9AQ. The primary objective of the Trust is the conservation of the Southern Outfall of the London sewer system designed by Sir Joseph Bazalgette. We are also involved in the conservation of other engineering exhibits which have a local connection.

### **How do we collect information from you?**

We obtain information about you when you use our website, when you contact us or when you visit the Crossness site. For example, when you contact us about products and services, to make a donation, or if you become a member and receive our newsletters.

### **What type of information is collected from you?**

The personal information we collect might include your name, address, email address, IP address, and information regarding what web pages are accessed, and when. If you make a donation online or purchase a product from us, your card information is not held by us, but it is collected by our third party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions as explained below.

### **How is your information used?**

We may use your information to:

- maintain our membership records
- process a donation that you have made;
- process orders that you have submitted;
- seek your views or comments on the services we provide;

- notify you of changes to our services;
- send communications to which you are entitled or have requested and that may be of interest to you. These may include information about campaigns, appeals and other fundraising activities;
- process a job application;
- contact someone in the event of an emergency;
- Where necessary ask for and keep updated details of any volunteer's medical conditions which may affect their volunteering with the Trust or any treatment given by paramedics in an emergency.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

### **Who has access to your information?**

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

When you are using our secure online booking, donation and membership pages, your payment is processed by a third party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

### **How you can access and update your information**

The accuracy of your information is important to us. If you change email address, or if any of the other information we hold is inaccurate or out of date, please email us at:

[privacy@crossness.org.uk](mailto:privacy@crossness.org.uk), or write to us at: The Crossness Engines Trust, Thames Water Old Works, Bazalgette Way London SE2 9AQ. Alternatively, you can telephone 020 8311 3711.

You have the right to ask for a copy of the information The Crossness Engines Trust holds about you (we may charge £5 for information requests to cover our costs in providing you with details of the information we hold about you).

### **Security precautions in place to protect the loss, misuse or alteration of your information**

Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you

transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

### **Use of 'cookies'**

Like many other websites, The Crossness Engines Trust website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. We suggest you search for such information on the web as the method of switching off varies from browser to browser. Turning cookies off may result in a loss of functionality when using our website.

### **Links to other websites**

Our website may contain links to other websites run by other organisations. This privacy policy applies only to the ways in which the Trust uses and stores your data, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

### **16 or Under**

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

### **Transferring your information outside the UK**

The information which you provide to us will not be transferred to countries outside the UK. If you use our services while you are outside the UK, your information may be transferred outside the UK in order to provide you with those services.

### **Review of this Policy**

We keep this Policy under regular review. This Policy was last updated in April 2018.