



1 Introduction

The CA and its constituent groups organise pilgrimages to the shrine of Our Lady at Lourdes, incorporating the dioceses of Clifton, East Anglia, Northampton, Southwark, with Stonyhurst College and the Glanfield Children's Group.

To enable us to carry out this role we obtain and use personal data about our pilgrims who receive practical support from us. Also we will obtain and use personal data from those who support us through donations, visiting our website or volunteering for us.

We are committed to safeguarding the privacy of our pilgrims, supporters, volunteers and website visitors; this policy sets out what data we will collect and how we will treat your personal information in each of those cases. We will also describe your rights as regards this information.

The legal basis on which the CA will hold and use your personal data is through "legitimate interest". This means that in the past you have been in touch with or have been connected with the Catholic Association.

The Catholic Association has prepared this policy to comply with General Data Protection Regulation [GDPR]. Should you have any questions or concerns after reading this statement please contact The Catholic Association via their Registered Office. This document will be reviewed at least annually.

2 Why do we collect your data?

Pilgrims

We collect personal data from you so that we can provide you with professional care and assistance during your pilgrimage. This includes interactions with our selected Tour Operator, our medical teams and our trained volunteers.

Supporters

We collect personal data from you so that we can

- contact you regarding The Catholic Association's work, fundraising, events and activities



- record and contact you regarding donations you make to The Catholic Association and to process those donations and administer Gift Aid information for any donation you make to The Catholic Association
- contact you for feedback on aspects of The Catholic Association's operations and to conduct internal surveys.
- contact you as and when required by statutory organisations

Volunteers

We need to collect information from you to ensure that you will be able to fulfil the demanding role of a volunteer.

3 What information do we collect?

Pilgrims and Volunteers

The Catholic Association and our Tour Operator may collect the following information

- your full name, date of birth and contact details
- your health, gender, nationality, passport details
- any details of your case and circumstances so that we can provide you with appropriate care and assistance during your pilgrimage
- any communication with us either verbally or written
- details of your GP
- details of your Emergency Contact

We may collect this information from you either verbally [face to face or telephone] or through any paper documents we require you to complete.

Subsequently, both the CA and its Tour Operator may collect sensitive, personal data about you. We will normally only record such data where we have your explicit consent, unless we are permitted to do so in other circumstances under data protection law.

Supporters

We will collect the following information

- your full name and contact details
- your record of donations and, if appropriate, your Gift Aid details



- any other information added by you via The Catholic Association website

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

Information regarding all pilgrims is shared between the Tour Operator and relevant members of the CA Management Team. Without this sharing of data a pilgrimage cannot be successfully managed. The Tour Operator and the Catholic Association will conform to each other's Privacy Statements and Policies.

Pilgrims

Because you are receiving assistance from both the CA and our Tour Operator, we both need to keep your personal data on file. Such files are confidential and only accessible to trained Catholic Association medical staff and those appointed by the Tour Operator.

The Catholic Association will not share your personal data with any third-party organisation unless we are required to do so by law.

Volunteers

All personal data pertaining to volunteers is held securely by relevant members of the CA Management Team. Access is restricted to them and to members of the Board of Trustees.

The Catholic Association will not share your personal data with any third-party organisation unless we are required to do so by law.

Supporters

We will store your donation record and Gift Aid details for any such period as we are required to do so by HM Revenue and Customs.

We will store your personal details for the purpose of contacting you for marketing, research and updates about The Catholic Association if you have given us consent.

Your personal data is accessible only by the CA Treasurer and the Board of Trustees.

The Catholic Association will not share your personal data with any third-party organisation unless we are required to do so by law.



5 How long will we store your data for?

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

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

6 Where do we store your data?

Pilgrims and Volunteers

Your data is stored in the UK by our Tour Operator and members of the CA Board of trustees and Management Team as described above.

Additionally your data is stored [a] in the offices of our Tour Operator and [b] by the CA Management Team at the pilgrimage venue.

Supporters

Your data is held in the UK at the Registered Office of the Catholic Association.

7 Website visitors

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.

The Catholic Association uses a small number of cookies on its websites to facilitate certain features and to help us provide a better service. For example this includes compiling 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 the Catholic Association's website, your data will be subject to the privacy policies on those sites. You should check out 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 information The Catholic Association holds about you. We will supply this free of charge and within 30 days of the date of receiving your request. You should make this request to The Catholic Association via their Registered Office.

You have the right to query any of the information we hold about you. Again you should do this by contacting The Catholic Association via their Registered Office.

You have the right to ask The Catholic Association to stop sending some or all communications. You should make this request to The Catholic Association via their Registered Office. This does not apply to communications that we are legally bound to send you eg Gift Aid claim documentation.

You have the right to ask the Catholic Association to delete any personal data that we hold. This does not apply to information that we are legally bound to retain eg Gift Aid claim documentation.

9 How do you complain about The Catholic Association's handling of your data?

In the first instance you should contact The Catholic Association via their Registered Office.

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

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

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

Alternatively you may call their helpline on 0303 123 1113.