



## Metheringham Airfield Visitor Centre

# Data Protection and Confidentiality Policy

This policy was agreed at the Trustees Meeting dated 18 March 2021.  
This policy will be reviewed two years from the above date.

This policy sets out how and why Metheringham Airfield Visitor Centre (MAVC) uses the personal data you provide to us, which will differ depending on how you interact with us. Please read the sections that apply to you.

### 1. Retention periods

MAVC will only ever collect the information we need. When we ask you to provide your personal information, we will let you know why we are asking and how we will use your data, by directing you towards this notice.

MAVC hold your information only as long as necessary for the purpose it was collected. If you decide not to support MAVC any more, or request that we have no further contact with you, we will keep some basic information in order to avoid sending you unwanted communications in the future.

### 2. If you join our membership

What we collect	Why	Legal Bases
We will collect your name, postal address, email address and phone number	To contact you regarding membership matters	On the basis of legitimate interests – to contact you as a MAVC member
We will collect your date of birth if you are under 18 when you join us	To enable us to offer you appropriate opportunities associated with your membership	On the bases of legitimate interests – to contact you as a MAVC member

We will delete your personal data when you inform us that you no longer wish to volunteer with us.

### 3. If you attend activities or events

<b>What we collect</b>	<b>Why</b>	<b>Legal Bases</b>
We may collect your name, postal address, email address and phone number.	If you sign up to Gift Aid we are required by HMRC to obtain your name and postal address.	It is a legal requirement for this process.
	To send you your tickets.	This is required for the contract (sale of the product or service).
	We may need to contact you if there is a change to an activity you have booked for.	This is required for the contract (sale of the product or service).
	We would like to keep you up to date with news about our work, events, products, special offers and ways of supporting MAVC.	We will only send you these communications via email if we have your consent to do so.
Bank card details.	To buy an admission or event ticket we require these details to process the sale.  We do not receive or retain these details if you pay online or on the door at events.  Any information you provide to us by telephone will be securely destroyed.	This is required for the contract (sale of the product or service).

### 4. If you are an online Shopping Customer

<b>What we collect</b>	<b>Why</b>	<b>Legal Bases</b>
We may collect your name, postal address, email address and phone number	To provide you with the products you purchase	This is required for the contract (sale of the product or service)
Bank card details	We require these details to process the sale. We do not receive or retain these details if you pay online. Any information you provide to us by telephone will be securely destroyed.	This is required for the contract (sale of the product or service).
	We would like to keep you up to date with news of our work, events, products, special offers and ways of supporting MAVC.	We will only send you these communications via email if we have your consent to do so.

## **5. If you are an E-newsletter subscriber**

<b>What we collect</b>	<b>Why</b>	<b>Legal Bases</b>
We may collect your email address and communication preferences.	To send you news about our work, products, special offers and ways of supporting MAVC.	We will only send you these communications via email if we have your consent to do so.

If you consent to receive information by email, your email address and communication preferences are held by us in MailChimp, a commercial email service we use to send out our e-newsletters; they are used only for the purpose of sending you these communications.

You can choose to opt out of these marketing communications at any time by contacting MAVC or by using the unsubscribe link at the bottom of every e-newsletter.

## **6. If you make a financial donation to MAVC**

<b>What we collect</b>	<b>Why</b>	<b>Legal Bases</b>
We may collect your name, postal address, email address and phone number.	If you sign up to Gift Aid we are required by HMRC to obtain your name and postal address.	It is a legal requirement for this process.
	We would like to keep you up to date with news about our work, events, products, special offers and ways of supporting MAVC.	We will only send you these communications via email if we have your consent to do so.
Bank card details	To allow us to process your payment.	This is required for the contract (sale of the product or service).

## **7. If you enter a competition**

<b>What we collect</b>	<b>Why</b>	<b>Legal Bases</b>
We may collect your name, postal address, email address and phone number.	To contact you if you win.	On the Bases of legitimate interests – to contact you if you win.

We will destroy your personal data after the competition has closed unless you have expressly chosen to opt-in to our email list.

## **8. If you volunteer with us**

<b>What we collect</b>	<b>Why</b>	<b>Legal Bases</b>
We will collect your name, postal address, email address and phone number.	To contact you regarding volunteering matters.	On the bases of legitimate interests – to contact you as a volunteer.
We will record your areas of interest in volunteering.	To enable us to offer you appropriate volunteering opportunities.	On the bases of legitimate interests – to contact you as a volunteer.
We may collect your next of kin information.	To enable us to contact someone on your behalf in the event of an emergency.	On the bases of legitimate interests – to contact your next of kin in an emergency.
We will collect your date of birth if you are under 18 when you join us.	To enable us to apply appropriate age-related safeguarding measures when you volunteer with us.	Appropriate safeguarding is a legal requirement.
We may request information about learning difficulties or other disabilities.	To help ensure your health, safety and welfare when you volunteer with us and/or to enable us to make reasonable adjustments to accommodate your needs.	On the bases of our legal obligation to comply with relevant legislation.

MAVC will delete your personal data when you inform us that you no longer wish to volunteer with us

## **9. Sharing information**

MAVC does not disclose personal data to any third parties or external organisations.

## **10. Legitimate interests**

MAVC have a number of legal bases that mean we can use (or ‘process’) your personal information. ‘Legitimate Interests’ means we can process your personal information if:

- We have a genuine and legitimate reason  
*and*
- We are not harming any of your rights and interests.

The following are some examples of when and why MAVC would use this approach in our work:

- Direct Marketing: MAVC may send postal marketing and fundraising requests which further the aims and objectives of MAVC.

- Research, to help MAVC understand our donors and potential donors, including gathering information from publicly available resources to give an insight into your philanthropic interests and ability to support MAVC.

When we process your personal information for our legitimate interests, we will consider and balance any potential impact on you and your rights under data protection and any other relevant law. Our legitimate business interests do not automatically override your interests.

## **11. How we keep your information secure**

MAVC have implemented security procedures, rules and technical measures to protect the personal data that we have under our control from:

- Unauthorised access
- Improper use or disclosure
- Unauthorised modification.

MAVC trustees and volunteers who have access to and are associated with the processing of personal data, are legally obliged to respect the confidentiality of our members', volunteers' and supporters' personal data.

## **12. Your Data Protection Rights**

Under data protection laws from May 2018, you have certain further rights relating to your personal data. These rights are:

- The right of **access**: you have the right to know whether we are processing any of your personal data. If we are, you have the right to access the data and certain information, such as why we are processing the data.
- The right of **rectification**: you have the right to ensure that we correct inaccuracies in your personal data that we are processing.
- The right of **erasure** (the 'right to be forgotten'): in certain situations you have the right to ensure that we erase your personal data.
- The right to **restriction** of processing: in certain situations you have the right to ensure that we restrict our processing of your personal data.
- The right of **data portability**: in certain situations you have the right to receive personal data that you provided to us in a structured, commonly used and machine-readable format.
- The right to **object**: in certain situations you have the right to object to our processing of your personal data and we are normally obliged to stop processing your data when requested. This right includes the right to object to our processing of your personal data for the purposes of direct marketing.
- The right to **complain**: you have the right to [make a complaint to the UK Information Commissioner's Office](#) (ICO) about our processing of your data, the exercise of your rights, and other data protection matters.
- The right to **withdraw consent**: you have the right at any time to withdraw your consent for us to process your personal data.

These rights are not absolute and may not apply in all situations or in relation to all processing activities.

Requests to exercise any of these rights should be sent to:

Data Protection  
Metheringham Airfield Visitor Centre (MAVC)  
Westmoor Farm  
Martin Moor  
Metheringham  
Lincolnshire  
LN4 3WF

Email: secretary.mavc@gmail.com

At any time you may request that MAVC deletes or corrects your personal information by simply contacting secretary.mavc@gmail.com

### **13. How to contact MAVC**

If you have any comments on this Data Protection and Confidentiality Policy, or information MAVC holds about you please write to us:

Data Protection  
Metheringham Airfield Visitor Centre (MAVC)  
Westmoor Farm  
Martin Moor  
Metheringham  
Lincolnshire  
LN4 3WF

Or

Email secretary.mavc@gmail.com

You have the right to make a complaint directly to the [UK Information Commissioner's Office](#) (ICO), which is the data protection supervisory authority in the UK.