

Severndroog Castle

Privacy Notice

Severndroog Castle is committed to protecting your personal information, and to using it only with your consent or as we are otherwise allowed to do so. We are committed to using your personal information in a way that is lawful, fair, non-intrusive and transparent. We are committed to making your data rights known to you, as well as how you can exercise them with us. If you have any queries regarding our handling of your personal information, please email us at complaints@severndroogcastle.org.uk or call us on 0800 689 1796.

Who we are

The Trust was formed in 2002 with the aim of restoring and reopening the castle to the public. It achieved this aim and opened to the public in 2014. Since then the Trust has worked hard to establish itself as a local and London heritage experience, capitalizing on the spectacular views of London which can be seen from the roof viewing platform, contacts with local groups and schools and a modest programme of events throughout the year. With a part-time Heritage Manager (currently funded by HLF) and a core of 25 volunteers, the Castle has welcomed over 25,000 visitors, held over 50 collaborative community events and hosted 20 school visits. In addition, we have had over 40 private hires and secured a licence agreement with a local business to run the Tearoom.

Our postal address is Severndroog Castle, Shooters Hill, London SE18 3RT, United Kingdom. All Severndroog activity is overseen by the Severndroog Castle Building Preservation Trust (SCBPT), a company limited by guarantee (No. 04641883). Registered charity No. 1127071.

Who processes your information

Your personal information is processed by Severndroog Castle's representatives. This may be, as circumstances strictly require, the trustees, employees or volunteers. Our Data Protection Officer is Carol Golding.

How we obtain information

We only obtain your personal information with your consent, or as we are otherwise allowed to do so. This can be via an online signup form, enquiry form, booking form or other means by which you contact us.

What information we collect

We only collect information as strictly necessary. The personal information we collect might include your name, address, email address, date of birth, gender or dietary requirements. If you make payments to us we might also store transactional information, however these do not include full card details, which are encrypted using professional high-security third-party algorithms.

The legal basis on which we process your information

The GDPR legislation provides for several lawful bases on which charities such as ourselves may process personal information.

Depending on your case and the processing instance, we may be processing your information on the following bases: (a) you have given consent in relation to our stated purpose (for example by signing up

for our newsletter), (b) we need to process the information to perform our contract with you (for example a hire agreement), or to take steps at your request before entering into a contract (for example, a wedding enquiry), (c) processing is necessary for us to comply with our own legal obligations (for example, trustee details or past customer invoices), (d) processing is necessary to protect your vital interests or that of another person (for example in a case of emergency), (e) processing is necessary for the purposes of our legitimate interests, where we are confident that your consent can reasonably be assumed (for example, volunteer or contractor details).

What we collect and use your personal information for

We only collect and use your personal information to ensure a safe, efficient and pleasant experience for visitors and hirers at the Castle. We may, on rare occasions, contact you for research purposes to track visitor engagement, but you remain entitled to object at any time. We will only send you marketing and fundraising communications when you have given us explicit consent to do so, and only via the channels and for the preferences you have expressed. We record this consent and periodically may ask you to re-confirm your communication preferences.

Who we share personal information with

We never share your personal information with third-parties, with the exception of our accountants, trusted IT or catering contractors, consultants and other contractors whose services are required for the management of Severndroog Castle. It may also be shared with government bodies, as required by law. Our funders may be given access to information, for research purposes, but that would always be anonymised. Where third-parties are involved, your information is shared strictly as necessary and is never sold.

How we store information

We will only store information with your consent, or as we are otherwise allowed to do so. Information stored digitally is always held on secure servers, with access being granted to those processing your information strictly as necessary. Information stored physically is also stored safely and is only accessible by those processing your information strictly as necessary. We delete your information automatically 7 years after the end of its usefulness or entry, whichever is earliest.

Your right to access the information we hold

To exercise this right, simply notify us by email at complaints@severndroogcastle.org.uk or by post using the following address: Severndroog Castle, Shooters Hill, London SE18 3RT, United Kingdom. We will do our utmost to respond promptly and provide a comprehensive answer to your request.

Your right to rectify the information we hold

To exercise this right, simply notify us by email at complaints@severndroogcastle.org.uk or by post using the following address Severndroog Castle, Shooters Hill, London SE18 3RT, United Kingdom. Please specify what information is incorrect, and how you would like us to correct it. We will in all cases do our utmost to respond promptly and secure a satisfactory outcome for you.

Your right to withdraw consent, or request the deletion of your personal information

To exercise this right, simply notify us by email at complaints@severndroogcastle.org.uk or by post using the following address Severndroog Castle, Shooters Hill, London SE18 3RT, United Kingdom. Although there are instances where the complete removal will not be possible (for example, if your request clashes with a legal obligation we have), we will in all cases do our utmost to respond promptly and secure a satisfactory outcome for you.