

## CLIENT PRIVACY NOTICE

### Introduction

**The Purpose** of this privacy notice is to explain how Chapel and York Limited ("CY"), processes personal data to fulfil its data protection responsibilities. The scope of this notice covers CY's clients only.

**The Roles of CY** in data protection terms are as follows:

- CY is a Data Controller for the purposes of operating its business. This is because CY makes decisions about why personal data is collected, and how it is processed
- CY also acts as a Data Processor when it provides support services to its clients, for example, the processing of donations or other support functions, where personal data provided by or at the client's request, is used. The Foundations established in the CY network process and grant donations on behalf of entities subscribed to them, the subscriptions being set up by CY. This creates a situation where the Foundations become a sub processor of CY

It is the responsibility of the CY privacy manager (PM) to ensure that all personal data is processed in accordance with UK's data protection legislation. The PM can be contacted by email using [datacompliance@chapel-york.com](mailto:datacompliance@chapel-york.com)

**The personal data processed by CY** will be basic contact information for the purposes of responding to general enquiries and administering client representatives' personal data, preparing contracts and making payments when necessary. If CY is not given all the requested information, it may result in an incomplete service being provided.

**CY's duty of confidentiality** means that CY will treat personal data with due respect and in confidence. CY expects the same duty of confidentiality of all third parties with whom it shares personal data. It will only be disclosed when lawful circumstances allow. When it is necessary to engage third parties to process personal data, for which CY is the data controller, a data processing agreement (or equivalent) between both parties will be put in place.

**CY will process your personal data in the UK**, which it is backed up locally and with a cloud service provider based in the UK and the EU. Email is processed using a reputable web-based provider. Email and mobile phone contacts are stored on office IT equipment and mobile phones. CY uses appropriate technical and organisational measures to ensure personal data is kept secure.

**CY will routinely process your personal data against a lawful basis** as described below:

- To fulfil our contractual obligations, including contract preparation, when required
- When processing is necessary for the purposes of our stated legitimate interests
- To comply with our legal obligations
- When processing against a pre-defined purpose for which your consent has been sought and recorded beforehand; please note that consent can be withdrawn at any time by asking the privacy manager

In all cases the processing of personal data shall be done in accordance with the principles of data protection as set out in UK's data protection legislation.



**CY will share your personal data**, only when it is necessary, with some or all of the following third parties:

- The Inland Revenue (HMRC)
- Auditors appointed by CY
- Tax compliance officers
- Insurers appointed by CY
- Lawyers appointed by CY
- Third parties that support CY with anti-money laundering, client conflicts and due diligence checks.

**CY will retain different types of personal data** for varying periods depending on content. A summary of the critical categories is shown below:

- Routine correspondence for casual enquiries in hard copy or in emails will be stored for 3 years after the last interaction with CY
- Contact related data will be retained throughout the life of the contract plus another 7 years following the conclusion of that contract
- Contract related data will be retained throughout the life of the contract plus another 7 years following the conclusion of that contract whom personal data might be disclosed
- Financial records and invoices, which may include personal data, will be retained for 7 years following the end of the current tax year

By exception, documentation that includes personal data may be retained by CY beyond the schedule, but only for a specific purpose and only when CY has a legitimate interest or a legal obligation to do so.

**At the end of the retention period**, CY will either return, destroy or delete your personal data and any associated emails or relevant documentation. If it is technically impractical to delete electronic copies of personal data, CY will put it beyond operational use. It should be noted that CY allows up to 3 months after the end of the schedule to complete the action.

**CY maintains a website** for publicity purposes and as a source of information for anyone who is taking an interest in the services offered. The websites use cookies to enhance user experience and to collect analytical data of the web browsers used to view the website. User consent is sought before non-essential cookies are run. No attempt is made to identify the individuals, via technical means or otherwise, that visit the website, unless there is a legal requirement to do so.

**The UK General Data Protection Regulation (GDPR) defines the rights** although these do not apply in all situations. For convenience, these rights are shown below:

- Right to be informed as to how personal data of the client are being processed – this is done through this notice
- Right to access personal data held by CY which is done by submitting a ‘Subject Access Request’ (SAR) to the privacy manager
- Right to rectification of personal data if CY has collected it incorrectly or it needs to be updated
- Right to erasure of personal data for which CY no longer has a legitimate purpose to process
- Right to restrict processing under certain circumstances, during which time personal data will be put out of operational use until the related matter is resolved
- Right to data portability of personal data in a machine-readable version, but this only applies to data provided with consent or under contract
- Right to object to processing personal data for which CY does not have a legal or contractual obligation
- Rights related to automated decision making and profiling, however CY does not use these techniques in its decision making



**Further details on data subject rights** can be found on the Information Commissioner's Office (ICO) website: <https://ico.org.uk>.

**Raising concerns, exercising rights, or making queries** about our processing of personal data can be done by contacting the privacy manager. Please be aware that CY will need to verify a requesters/enquirer's identity before responding fully. For that reason, you may be asked for proof of identification that, in context, will enable CY to confirm your identity. Alternatively, you may contact the ICO directly, using the details provided above.

V1.0

July 2024

