

Mansion House Privacy Notice

Introduction

Welcome to York Mansion Houses privacy notice, which we keep reviewed and it was last updated in July 2020.

When we use your personal data, the York Mansion House as part of the City of York Council complies with data protection and privacy legislation and is the registered 'controller'. Our data protection notification is registered with the [Information Commissioner's Office](#) (ICO), reference: **Z5809563**

What we collect and why

We will only ask you for the information that is necessary to provide you with the service you are contacting us about and to provide the best possible service to you.

The areas where we would collect information are as follows;

- Guided tours
 - See below- TYGtickets <https://tygtickets.com/>
- Mansion House Events
 - See below TYGtickets
 - If paying for event admission on the door we would require payment details.
- Mansion House private hirer
 - Name, address
 - Event information and signed agreements between yourselves and the City of York Council
 - Payment information
- Newsletter
 - See below
- Customer surveys
 - These are anonymous surveys unless you have requested to be added to the Mansion House newsletter mailing list.

When the Mansion House collects your personal data we will ensure;

- You know why we need the information and have a choice about giving us your personal data

- We will only ask for what is necessary to provide the service to you
- We will use the data to assist in providing the information you're requesting
- We will protect your data and make sure nobody has access to it who should not
- We will keep your data secure and ensure that the privacy of individuals is protected
- We will make sure we don't keep it for longer than is necessary

Online tickets TYG tickets

<https://tygtickets.com/>

Since covid-19 and the requirements to ensure public safety we are opening the Mansion House for group tours only. TYGtickets have been appointed to handle this process on behalf of the Mansion House.

The Mansion House will receive from TYGtickets the names and contact details of the attendees this will be used to ensure the correct visitor is on the tour and any purchases made beforehand are ready for collection.

Your booking details will be stored by TYGtickets for 12 months after the purchase date and we will be able to access your details on that system.

You can find out more about what TYGtickets do with your information at

<https://tygtickets.com/privacy-policy>

Mansion House Newsletter

If you wish you are able to opt into receiving the Mansion House newsletter, to do this you will need to leave your name and email address. No other details will be required.

The newsletter is compiled by the Mansion House team and distributed via a 3rd party email storage and distribution system currently we use Mailchimp. You are able to opt out of receiving Mansion House emails at any time by contacting mansionhose@york.gov.uk or unsubscribing via Mailchimp.

When will we share your personal data?

We may be required or permitted, under data protection legislation, to disclose your personal data without your explicit consent, e.g. if we have a legal obligation to do so, such as law enforcement, fraud investigations, regulation and licensing, criminal prosecutions and court proceedings.

The council must protect public funds and may use personal data and data-matching techniques to detect and prevent fraud, collect taxes and ensure public money is targeted and spent in the most appropriate and cost-effective way. To do this, your personal data may be shared with other bodies responsible for auditing or administering public funds including the Audit Commission, the Department for Work and Pensions, other local authorities, HM Revenue and Customs, and the Police.

What is our legal basis for collecting / sharing your personal information?

We collect and use your information because you are asking us to do something on your behalf. We may not be able to do what you have asked us to do if you do not provide us with your information and use it as described in this privacy notice.

We will only send you our newsletter where you have given us your consent to do so.

How long do we keep your personal data?

We will only keep your information for as long as is necessary and then we will delete or destroy it securely.

Where required or appropriate to, at the end of the retention period, we will pass onto the City Archives any relevant information.

Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining

this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing, if we start to use your personal data for a purpose not mentioned in this Privacy Notice.

Your rights

To find out about your rights under data protection law, you can go to the Information Commissioners Office (ICO) <https://ico.org.uk/for-the-public/>

You can also find information about your rights at <https://www.york.gov.uk/privacy>

If you have any questions about this privacy notice, want to exercise your rights, or if you have a complaint about how your information has been used, please contact us at foi@york.gov.uk or on [01904 554145](tel:01904554145) or write to the

Data Protection Officer
City of York Council
West Offices
Station Rise
York
YO1 6GA

Covid 19 and NHS Test and Trace

The UK is currently experiencing a public health emergency as a result of the coronavirus (COVID-19) pandemic. It is therefore critical that organisations take a range of measures to keep everyone safe.

The easing of social and economic lockdown measures following the COVID-19 outbreak is being supported by NHS Test and Trace. The Department of Health and Social Care has asked organisations including City of York Council to support this service by keeping a temporary record of our visitors for 21 days. In the event of a local outbreak of the virus this data may be used to assist NHS Test and Trace as needed. This could help contain clusters or outbreaks.

The Department for Health and Social Care are clear that this is a voluntary scheme and nobody visiting our premises is required to provide their details. If you do not want any booking details you have supplied to be used for Test and Trace purposes please make this clear to a member of staff at the time of your visit.

Although this is a voluntary scheme we strongly encourage our customers and visitors to share their details in order to support NHS Test and Trace - this information will only be used where necessary to help stop the spread of COVID-19.

The accuracy of the information provided will be the responsibility of the individual who provides it. The Council will not verify any visitor's identity for NHS Test and Trace purposes.

In the event of a local outbreak of the corona virus names and contact details of visitors to our sites will only be provided to the NHS to support Test and Trace when they ask for these records either because someone who has tested positive for COVID-19 has listed Council premises as a place they visited recently, or because our premises have been identified as the location of a potential local outbreak of COVID-19.

NHS Test and Trace will work with you, if contacted, to ensure that information is shared in a safe and secure way. You can find further information on how NHS Test and Trace works here –

[How NHS Test and Trace works](#)

NHS Test and Trace will handle all data according to the highest ethical and security standards and ensure it is used only for the purposes of protecting public health, including minimising the transmission of COVID-19.

Legal Basis for Processing for NHS Test and Trace

The Council is processing this personal information i.e. sharing with NHS Test and Trace, as it is necessary for the performance of a task

carried out in the public interest in accordance with Article 6 1 (e) of the General Data Protection Regulation.

The Council will not process any special category data for this purpose.

Data Retention Period for NHS Test and Trace

The council will only keep the information which is collected and stored solely for NHS Test and Trace for 21 days. This reflects the incubation period for COVID-19 (which can be up to 14 days) and an additional 7 days to allow time for testing and tracing. After 21 days, this information will be securely disposed of or deleted.