

Your personal information and how we use it

We aim to arrange your Pilgrimage to Lourdes in the best possible way. To do this, we must use and store information about you. This information is held both on paper and electronically. We have a legal duty to keep these records confidential, accurate and secure in line with UK Data Protection laws.

Our staff and volunteers use the data that you give us to ensure that you have a successful pilgrimage to Lourdes, and we brief all individuals who will support you through your trip to use your information correctly and share appropriately with other organisations, when necessary. For example, the hotels and transport companies we use, if you have specific needs that have to be met by these providers.

Your information is not sold on to any third parties. Your information is not routinely sent outside Europe, although it may be provided to some overseas third parties, such as airlines and hotels, if this ensures your needs are met.

Information is held for specified periods of time as set out in our **Data Protection Management Policy**, which is broadly based on the **Records Management Code of Practice for Health and Social Care**. Both are available from the Pilgrimage Office if you would like to see them.

Information collected about you to deliver your Pilgrimage is used to:

- Assess your care needs, if any, whilst on Pilgrimage.
- Assess the most appropriate form of transport to get you to Lourdes.
- Assess the most appropriate accommodation when in Lourdes.
- Provide travel and identity information to you to assist you with planning your trip.
- Provide information to airlines to fulfil legal Advanced Passenger Information requirements.
- Provide necessary information to hotels in Lourdes, such as dietary or mobility needs.
- Brief and prepare doctors, nurses, group leaders, deputy leaders and helpers to support all categories of pilgrims during the pilgrimage.
- Report events to the appropriate authorities when we are required to do so by local law.
- Arrange events in the UK before / after the main Pilgrimage, which are closely related to it, such as preparation days, reunions, music / liturgy groups and social gatherings.
- Allow pilgrims within the same groups to keep in contact with each other by sharing a contacts list (if you give permission during the application process).

Under UK Data Protection laws we use this information:

- With your prior consent to ensure your needs are met during the Pilgrimage.
- Because you have a contract with the Pilgrimage organisation to provide you with the Pilgrimage experience.
- To share appropriate information with third parties in order to perform the contract.
- To share appropriate information with local doctors and nurses to ensure that your health needs are managed appropriately.
- To make sure you are given the correct medication for your benefit and wellbeing.

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If we need to use your personal information for any reason beyond those stated above, we will whenever possible discuss this with you. You have the right to ask us not to use your information in the way requested. However, there are exceptions to this, including:

- The public interest is thought to be of greater importance, such as a serious crime has been committed; there are risks to other people; and / or to protect vulnerable children and adults.
- We have to do so by law. For example providing Advanced Passenger Information, including passport details, via our Tour Operator to travel providers.
- To ensure the wellbeing of each and every individual joining our Pilgrimage.

Data Protection laws give you rights in respect of the personal information that we hold about you. These are to:

1. Be informed why, where and how we use your information (which is why you are being given this document).
2. Ask for access to your information or a copy of it (see below).
3. Ask for information to be corrected if inaccurate or incomplete.
4. Ask for your information to be deleted or removed where there is no need for us to continue using it.
5. Ask us to restrict the use of your information.
6. Ask us for a copy of any electronic information we hold about you so it can be given to another provider of similar services.
7. Object to how your information is used.
8. Challenge any decisions made by computers where a human being does not check that decision.

If you would like any of these explained to you, please contact the Pilgrimage Office, which will arrange it for you.

To request copies of your personal information, please contact the Pilgrimage Office at the address, email address or telephone number below.

Should you wish to make a complaint about the use of your information, please contact our Pilgrimage Director at the address below, or by emailing michael.thoms@dabnet.org.

If you remain unhappy with the outcome of your enquiry you can write to the Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, or telephone them on 01625 545700.