



PRIVACY POLICY

Colchester Tourist Guides Association (CTGA) considers the privacy of its users to be a serious issue. Please read the following to learn more about our privacy policy.

Members of the CTGA provide a range of tours and events which bring to life the long and fascinating history of Colchester and district, and surrounding areas in a friendly and accessible way.

OUR CONTACT DETAILS

E-mail: secretaryctga@gmail.com

THE TYPE OF PERSONAL INFORMATION WE COLLECT

We currently collect and process the following information:

- Any information you enter on our website or provide us in any other way.
- The Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information.
- We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page.

How we get the personal information and why we have it

Most of the personal information we process is provided directly to us for the following reasons:

- To deal with an enquiry or request that you have made directly to us, either via the contact form on the website or by email to the CTGA Secretary.
- To deal with an enquiry that you have made to associated organisations, which they have then forwarded to us - for example Colchester Visitor Information Centre, Colchester Castle, a CTGA member.
- To customise the content you see on our website.
- For technical website administration purposes.

We also receive personal information indirectly, from the following sources in the following scenarios:

Cookies

Our website may put the following cookies on your device and receive information from them:

Cookie Name	Purpose	Duration	Cookie Type
XSRF-TOKEN	Used for security reason	Session	Essential
hs	Used for security reasons	Session	Essential
svSession	Used in connection with user login	12 months	Essential
SSR-caching	Used to indicate the system from which the site was rendered	1 minute	Essential
_wixCIDX	Used for system monitoring/debugging	3 months	Essential
_wix_browser_sess	Used for system monitoring/debugging	session	Essential
consent-policy	Used for cookie banner parameters	12 months	Essential
smSession	Used to identify logged in site members	Session	Essential
TS*	Used for security and anti-fraud reasons	Session	Essential
bSession	Used for system effectiveness measurement	30 minutes	Essential
fedops.logger.X	Used for stability/effectiveness measurement	12 months	Essential

CTGA automatically receives and records information on our server logs from your browser, including your IP address, cookie information and the page you request.

PROCESSING THE INFORMATION

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- We have a contractual obligation.

INFORMATION SHARING AND DISCLOSURE

We do not rent, sell or share personal information about you with other people or non-affiliated companies except to provide the services you have requested, when we have your permission.

We will use reasonable efforts to ensure that your personal data is not disclosed to regional/national institutions and authorities, unless required by law or other regulations.

HOW WE STORE YOUR PERSONAL INFORMATION

Your information is securely stored.

We keep your information securely stored in the secure area of our website (which is hosted by Wix), securely on our PC (and other devices).

YOUR DATA PROTECTION RIGHTS

Under data protection law, you have rights including:

Your right of access: you have the right to ask us for copies of your personal information.

Your right to rectification: you have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure: you have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing: you have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing: you have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability: you have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please email the CTGA Secretary if you wish to make a request.

HOW TO COMPLAIN

If you have any concerns about our use of your personal information, you can make a complaint to us by emailing the CTGA Secretary as above.

You can also complain to the ICO if you are unhappy with how we have used your data.

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

CHANGES TO THIS POLICY

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it and under what circumstances if any, we use and/or disclose it.