

PRIVACY POLICY

THE FRIENDS OF THE ROYAL WEST OF ENGLAND ACADEMY ('The Friends') is a registered charity, number 1107149.

We take your privacy very seriously and we are committed to protecting the personal information which you have shared with us.

When you request information from the Friends, join our membership scheme or purchase a Gift membership from us, we obtain information about you. This Policy explains how we look after that information and what we do with it.

The information we hold

This can include any of the following, but is restricted to what you share with us:

- Your name
- Email address
- Telephone number
- Postal address

If you sign up to a direct debit, we will also collect your bank account details.

We may ask for your bank account details if we do not already hold them e.g. to pay a refund. If you make payment to us by cheque, the cheque and the details on it will be retained until the year's accounts are closed.

We have a legal duty to protect this information which we hold about you. We try to ensure that the information we hold is accurate and up to date. Please let us know of any changes or discrepancies so we can update your information.

How we store your information

Your personal information will be held securely on our behalf on the RWA's computer system. We have outsourced the collection of FRWA membership subscriptions to the RWA.

The information you provide will be used for administrative purposes only. It will be kept confidential and will be used to support your relationship with us. It will not be shared with any third party without your consent, unless required by law or if you have requested specific information.

We do not knowingly collect data from persons under the age of 16.

Please click to view a copy of the RWA [Privacy Policy](#) or contact us to request a copy.

How we use your information

Members of the Friends will receive copies of the FRWA quarterly magazine, in the

post. We receive the magazine from our printer and the address labels are printed out for us by the RWA. Envelope stuffing is done by trustees and volunteers.

The Floating Circle blog is a publicly accessible website branded as a Friends initiative but owned and managed independently by the editor (our current Chair) on the WordPress platform, with content produced on behalf of the Friends. FRWA does not collect, store or control any personal data submitted via WordPress subscriptions. Email addresses used to receive blog updates are managed under WordPress's own [privacy policy](#).

We are required by the Charities Commission to send out a Trustees Nominations and Ballot Form and AGM papers to all our members annually. We may also use your data to tell you about our activities via email and/or via post. Where we have email addresses for you, we would prefer to send these to you by email rather than by post. If you have a preferred method of receiving these then please do let us know. You have the right to withdraw your consent for us to contact you at any time.

Members of the Friends will receive e-newsletters with news and information using Mailchimp, our GDPR-compliant email marketing service. Click here to read their [Privacy Policy](#).

The RWA use Stripe and Go Cardless to process our online payments. Please use the following link to view the [Privacy Policy](#) for information about how they handle personal data.

If you don't want to hear from us

We will remove your details from our digital databases, unsubscribe you from our Mailchimp database and destroy paper documents permanently and securely should you wish to cancel your membership and ensure that our data processors do the same.

We will keep your personal data only as long as necessary to manage your membership, unless you ask us to delete it or the law requires us to keep it longer.

You always have an option to cancel your membership or to change or update your preferences.

How to contact us

If you have any questions or comments about this Privacy Policy or wish to cancel your membership or to change or update your preferences please contact us

By email - friends@rwa.org.uk;

Or write to us at: The Friends of The Royal West of England Academy, c/o RWA, Queens Road, Bristol BS8 1PX

Changes to this Policy

This policy may change. If it does, any changes will be notified to you by email newsletter.

We will ensure that you are fully aware of the information which we collect, how it is used, and under which circumstances we may disclose it.

Our Privacy Policy was adopted on 6 August 2025