

FaithLife Privacy Policy

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1. Background

FaithLife Centre understands that your privacy is important and that you care about how your personal data is used and shared. We respect and value the privacy of everyone who visits any of our websites (see later), contacts us in any way, or attends any live events or meetings. We will only collect and use personal data in ways that are described here, and in a manner that is consistent with our obligations and your rights under the law.

Please read this Privacy Policy carefully and ensure that you understand it. Your acceptance of our Privacy Policy is deemed to occur upon your first use of our website / giving us any personal information by any means of communication, including in person. If you do not accept and agree with this Privacy Policy, you must stop using our site or services immediately or talk to us about your concerns.

Please note our websites may contain links to other websites. We have no control over how your data is collected, stored, or used by other websites and We advise you to check the privacy policies of any such websites before providing any data to them.

2. Information About Us

FaithLife Centre appreciates that privacy is very important. The purpose of this Privacy Policy is in recognition that people have a right to keep their personal information private. This Privacy Policy covers the treatment of personally identifiable information that we collect or hold.

FaithLife Centre is a company registered in the UK under number 08668756 and a Registered Charity – number 1153879, whose registered office is at 5, Mary Street, Manchester, M3 1NH.

3. The information we collect about you

Some of the ways information is collected include:

- When you contact us by mail, telephone, e mail, or interact with us through electronic means – including websites, social media, discussion groups, conference calls, mobile applications.
- When you support us through donations or purchases goods or services
- If you take up a voluntary, contracted, or employment position

- Where we provide services to you
- When you give information in person.

The information you give us may include identifiers such as your name, postal address, e-mail address, phone number, church attended, credit card or financial information, other personal information, description, age and/or photographs. Other information will be required if you are a volunteer, employee, or do contracted work.

If you are an employee or volunteer we may also hold certain categories of sensitive information such as personal financial details, gender, marital status, full employment and educational history, references, medical and criminal records.

We also gather information on children with the consent of Parents / carers. Relevant information will also be given to children in an appropriate way. At the age of 13 children will also be asked for their permission for storing their information.

Where practicable, the purpose for which we collect personal information will be made clear at the time of collection. If you do not provide us with certain information we may be unable to provide you with certain services or assistance requested.

The following may be collected during a website visit:

- i) Technical information, including your Internet protocol (IP) address (used to connect your computer to the Internet), your login information (if appropriate), browser type and version, time zone setting, browser plug-in types and versions, and operating system and platform;
- ii) Information about your visit.
- iii) Information entered when completing an online form or entering information.

4. What is our legal basis for processing your data?

The legal basis for processing personal data differs depending upon the purpose it was collected for. This include consent, agreement, for legitimate interests, or for legal reasons.

Please contact us if you desire to know on what basis we hold your information.

5. Your Rights

You have various rights under GDPR, which this policy upholds:

- The right to be informed about our collection and use of personal data;
- The right of access to the personal data We hold about you;
- The right to correct any personal data we hold about you that is inaccurate;
- You have a right to ask us to delete any personal data we hold about you. To do this please contact us. An exception is where we are required to hold the data by law or because we have to have the information for a particular reason e.g. for Gift aid;
- The right to restrict (i.e. prevent) the processing of your personal data;
- The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);
- The right to object to us using your personal data for particular purposes; and
- Rights with respect to automated decision making and profiling.

Data that is held on consent will only be processed as long as we have your consent. To withdraw your consent you can contact us by emailing us as detailed under the Contact Section.

You may access certain areas of our website without providing any data at all. However, to use all features and functions available on our website you may be required to submit or allow for the collection of certain data. You may restrict our use of Cookies.

If you have any cause for complaint about our use of your personal data, please contact us using the details provided and we will do our best to solve the problem for you. If we are unable to help, you also have the right to lodge a complaint with the UK's supervisory authority, the Information Commissioner's Office. For further information about your rights, please contact the Information Commissioner's Office, see www.ico.org.uk

6. Access to your information

You can request access to the personal information that we hold about you by contacting the Privacy Officer as set out below. We will provide you with access to your personal information unless legally authorised to refuse your request. We do not charge for providing reasonable access.

If you wish to change personal information that is inaccurate, incomplete, or have it deleted please contact us. FaithLife Centre may refuse your request to access, amend or delete your personal information in certain circumstances. If we do refuse your request, you will be provided with a reason for such decision and, in the case of amendment, it will be noted with your personal information that you have disputed its accuracy if applicable.

7. How will we use your information?

FaithLife Centre will use the personal information we collect for the purpose disclosed at the time of collection, or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law. Generally, we will only use and disclose your personal information as follows:

- (a) to establish and maintain your involvement with FaithLife Centre;
- (b) to provide the products or services you have requested;
- (c) to answer your enquiry;
- (d) to register you for events, conferences or promotions;
- (e) to assist us to make our sites, services and products more valuable;
- (f) To maintain accurate records of our employees and volunteers;
- (g) To run criminal record checks for Safeguarding;
- (h) To meet any legal or agreed basis for use of services;
- (i) To provide Pastoral care or support

Outside where stated, unless otherwise required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

If you desire to stop receiving e mails or communications please “unsubscribe” using any link provided or by contacting us.

8. Communicating your information outside the EEA?

Where We transfer any personal data outside the EEA, we will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under the GDPR.

9. Security

We take reasonable steps to keep secure any personal information held. Our measures aim to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage.

The transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Website or Application. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Website, or for any unauthorised access or use of that information.

Card payment Transactions are entered to World Pay Virtual Terminal, which is GDPR compliant. We also check other processors of our data are GDPR compliant, such as World Pay.

The safety and security of your information also depends on you. Where we have given, or you have chosen, a password for access to our Website or Application, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. We urge you to be careful about giving out personal information in public areas, comments sections, social media, or message boards.

- a) Only our staff, and volunteers that need to see the data can access it.
- b) We may store your information on computers, in paper form, or both.
- c) All computers that store any personal data are password protected.
- d) Laptop computers and similar devices are encrypted where applicable.
- e) Paper files of personal information are kept securely.

10. How long do we hold your data?

Generally speaking your information will be held whilst we provide you a service and for seven years after your last contact with us. An exception to this would be if we had to hold it for longer if required for legal or Governmental reasons. Data held by us on consent is only kept for as long as we have your consent to process that data.

11. Cookies

Cookies are small amounts of information that are stored on your computer. Unless you have indicated your objection when on the website our system will issue cookies to your computer when you log on to the site. Cookies make it easier for you to log on to and use the site during future visits. They also help to monitor website traffic and to personalise the content of the site for you. You may set up your computer to reject cookies although, in that case, you may not be able to use certain features on the site. If you do not wish to receive cookies in the future please contact us.

12. Changes to this Privacy Policy

We may change this Privacy Policy from time to time (for example, if the law changes) and it will be reviewed at least annually. Any changes will be immediately posted on Our Site and you will be deemed to have accepted the terms of the Privacy Policy on your first use of Our Site following the alterations. We recommend that you check this page regularly to keep up-to-date.

Date last revised is 10th May 2018

13. Contact

If you have any questions, comments or requests regarding this privacy policy please e mail **admin@faithlifecentre.com** or write to us at: **5 Mary Street, Manchester, M3 1NH**. Please ensure that your query is clear, particularly if it is a request for information about the data we hold about you.

Appendix - What Information Do We Collect Through Automatic Data Collection Technologies?

As you navigate through and interact with our Website or Application, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions and patterns, including:

- Details of your visits to our Website or Application, including traffic data, location data, logs and other communication data and the resources that you access and use on the Website.
- Information about your computer and internet connection, including your IP address, operating system and browser type.
- Information about the type of mobile device you use, your mobile device unique device ID, its IP address, operating system, and internet browser, and information the way you use the Application.

We also may use these technologies to collect information about your online activities over time and across third-party websites or other online services (behavioral tracking), including but not limited to Good Analytics. Such technologies utilize analytic advertising features and implements cookie data collection which is then transferred to third parties. All information as collected and shared by Google Analytics regarding your visits to this Site is governed by Google's Privacy Policy. You can prevent Google Analytics from recognizing you on return visits to this Site by disabling cookies on your browser.

We currently do not respond to Do Not Track signals.

The information we collect automatically is statistical data and does not include personal information, but we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve our Website and Application and to deliver a better and more personalized service.

It is recommended that you keep your internet browser and operating system up-to-date and that you consult the help and guidance provided by the developer of your internet browser and manufacturer of your computer or device if you are unsure about adjusting your privacy settings