

BETHEL HEALTH AND HEALING NETWORK

PRIVACY POLICY



Bethel Health and Healing Network (Bethel) respects the privacy of its on-line users. This privacy statement explains the data processing practices of Bethel. If you have any requests concerning your personal information or any queries with regard to this policy, please email enquiries@bethelnetwork.org.uk.

Bethel Health and Healing Network understands that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits this website; bethelnetwork.org.uk ("Our Site") and will only collect and use personal data in ways that are described here, and in a way that fits in 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 Site. If you do not accept and agree with this Privacy Policy, you must stop using Our Site immediately.

1) What Information Do We Hold?

1.1 Information that you give us. When filling in forms on our websites, at events we run, corresponding with us by phone, email or letter, it includes information you provide when you complete a Feedback Card, register to use our site, participate in discussion boards or other social media functions on our site, surveys, campaigns and when you report a problem with our site. The information you give us may include your name, postal address, e-mail address, phone number, your place of worship – if applicable, financial and credit card information, personal description and/or photographs.

1.2 Information we collect about you relating to each of your visits to our website when we will automatically collect the following information:

1.2.1 Technical information, Details of your visit to the website, and interaction with our email communications, including your IP address.

1.2.2 Information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page and any phone number used to call our offices and staff members.

1.3 Information we receive from other sources. We may also receive information about you from our partners, other websites that we control, third parties who work closely with us including, for example, service delivery partners, payment and delivery services and search information providers.

1.4 If you are a Bethel employee or volunteer, or a Bethel Doula Service or Rapha Service user; we may also hold certain categories of sensitive information such as personal financial details, age, gender, marital status, date of birth, full employment and educational history, references, religion, medical and criminal records. This will depend upon whether you are delivering our services, or whether you are a service user.

2) How Will We Use Your Information?

2.1 To administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes.

2.2 To improve our site to ensure that content is presented in the most effective manner for you and for your computer.

2.3 As part of our efforts to keep our sites safe and secure.

2.4 To measure or understand the effectiveness of our promotional activities, and to deliver relevant information to you.

2.5 To send you news and information about Bethel and its associated work.

2.6 To maintain accurate and up to date records of our service users, and our employees, volunteers and partners.

2.7 To run Disclosure and Barring Service (DBS) checks on employees and volunteers in accordance with our safeguarding and employment policies.

3) Where Do We Store Your Personal Data?

3.1 We are committed to holding your personal information securely. Only Bethel staff and volunteers that need to see the data in order to provide a service to you, or to comply with the law, can access it.

3.2 We may store your information on computers, mobile devices, in paper form, or all.

3.3 All computers and devices that store any personal data are password protected.

3.4 Any paper files that hold personal information (other than names and contact details) are kept on secure premises in locked cupboards and filing cabinets.

3.5 The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It will also be processed by staff operating outside the EEA who work for us or for one of our providers. This includes staff engaged in, among other things, the fulfilment of

your requests for services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy and in compliance with all relevant UK data protection legislation.

3.6 Information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password that enables you to access certain parts of our site or app, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

3.7 Bethel's website is held on a secured server; indicated by the padlock and https:// in your address bar when you visit our website. Once we have received information about you submitted through our website, we will use strict procedures and security features to prevent unauthorised access.

3.8 We use a third-party provider, Mailchimp, to deliver our regular e-newsletters. We gather statistics around email opening and clicks using industry standard technologies including clear gifs to help us monitor and improve our e-newsletter. For more information, please see [Mailchimp's Privacy Policy](#).

3.9 We use a third-party provider to host and provide our website. For more information, please see [GoDaddy terms of Use](#).

3.10 If you contact us via social media; it is important to note that we use a third-party provider, Later.com, to manage our social media interactions. If you send us a private or direct message via social media the message will be stored by Later.com for three months. It will not be shared with any other organisations. For more information, please see [Later Privacy Policy](#).

4) What Is Our Legal Basis For Processing Your Data?

4.1 Our legal basis for processing personal data is different depending upon the purpose for which it was collected. The following list covers the main types of data that we hold.

4.1.1 Data collected for Bethel news mailing and marketing lists includes only names and email addresses and is based on consent given to us in writing, via email or online. Where the individuals haven't given specific consent, marketing is consistent with context in which the information was provided and concerns a similar service or activity. All email addresses are stored in the Mailchimp list server and an unsubscribe mechanism is included in each mailing.

4.1.2 Data collected for events, courses and services that we run is held for our legitimate interests or because of a contractual obligation to do so.

4.1.3 Data collected for financial giving, gift aid or other fundraising, is held for our legitimate interests or because of a contractual obligation to do so.

4.1.4 Employee, volunteer and Bethel Board Member data records are processed to comply with legal and contractual obligations and to fulfil our legitimate interests as a charity.

5) How Long Do We Hold Your Data?

5.1 The length of time that we will retain your data will vary depending upon the purpose for which it is processed.

5.2 Data that is held by us on consent is only kept for as long as we have your consent to process that data.

5.3 For more information about our data retention periods, contact us at enquiries@bethelnetwork.org.uk

6) Your Rights

6.1 Under UK legislation you have several rights about how your data is processed. Full details of your personal rights can be found on the Information Commissioner's Office website – <https://ico.org.uk/>.

6.2 Your rights include the right to:

6.2.1 Request access to the data we hold about you,

6.2.2 Have inaccurate and incomplete data rectified,

6.2.3 Have the personal data we hold on you deleted (except where we are required to hold the data by law),

6.2.4 To restrict the processing of your personal data in certain circumstances.

6.2.5 To be completely 'forgotten' by the charity

6.3 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 at enquiries@bethelnetwork.org.uk

6.4 You may also wish to sign up to one or more of the preference services operating in the UK: The Telephone Preference Service ("the TPS"), the Corporate Telephone Preference Service ("the CTPS"), and the Mailing Preference Service ("the MPS"). These may help to prevent you receiving unsolicited marketing. Please note, however, that these services will not prevent you from receiving marketing communications that you have consented to receiving.

7) Other Websites

7.1 Our site may, from time to time, contain links to and from other websites, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

8) Cookies

8.1 Our websites may use cookies for the following reasons:

8.1.1 To allow you to carry information across pages of our websites and avoid having to re-enter information when you return to one of our sites;

8.1.2 To measure our website traffic and analyse how our websites work. This will allow us to make changes to our websites in the future and make them easier to use;

8.2 You can accept or decline cookies by modifying the settings in your browser. Please note that if you disable all cookies then you may not be able to access some parts of our websites.

9) Changes to Our Privacy Policy

9.1 Any changes we make to our privacy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy. Bethel will keep this privacy policy under regular review.

This policy was last updated 10th Jan 2020.

10) Contact

If you have any questions, comments or requests regarding this privacy policy please email enquiries@bethelnetwork.org.uk or write to us at:

Bethel Health and Healing Network,

196-198 Edward Rd,

Balsall Heath,

Birmingham, B12 9LX.

Registered company number: 05813084

Registered charity number: 1116225

11) How Can You Access Your Data?

You have the right to ask for a copy of any of your personal data held by us. Under GDPR regulations; no fee is payable, and we will provide any and all information in response to your request free of charge. Please contact us for more details enquiries@bethelnetwork.org.uk. Should you feel concerned about the way in which Bethel has processed your personal data, you may call the Information Commissioner's Office (ICO) on telephone number 0303 123 1113.