

Living Stones Privacy Notice

This Privacy Notice sets out how Living Stones aims to repay the trust you have shown by sharing your personal data with the charity.

The Privacy Notice in brief

It's important that you read the full Privacy Notice to understand what information we hold, how we may use it, and what your rights are – but if you don't have time to read it all now, here is a short summary:

- We collect information that is personal data (such as names, addresses, telephone numbers)
- We collect information about our supporters, donors, fundraisers, volunteers and employees.
- We collect information to administrate the activities of the charity, to provide a service to our members and supporters, to provide information, to fundraise, for administration, research, profiling, analysis, and for the prevention/detection of crime.
- We only collect the information that we need, or that would be useful to us in our aim to administer our activities most effectively and to provide the best possible service to our members.
- We do our very best to keep personal information secure, wherever we collect personal data online.
- We never sell your data, and we will never share it with another company or charity for marketing purposes.
- We share data only where we are required by law, or with carefully selected trusted suppliers who undertake work for us. All our suppliers are required by their contract to treat your data as carefully as we would, to only use it as instructed, and to allow us to check that they do this.
- Our website does not use cookies to track visitors. Cookies are only used when site administrators log into the backend or if feedback comments are posted to the website.

These are the basics but don't forget to come back later and read the full privacy notice (below), so you have all the details you need.

Living Stones Privacy Notice

Living Stones promises to respect the personal information you provide to us. We wouldn't want to use it in a way that you won't expect, so our Privacy Notice explains how we protect your privacy and how you can control how we use your personal information.

If you want to change the way in which we use your data or if you have a question about how your personal information is used, please contact us using any of the methods below:

Email: admin@livingstonesonline.org.uk

Phone: 01689 822259

Postal address: Living Stones,

48 Strickland Way,

Orpington,

Kent,

BR6 9UE

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Who we are:

In this privacy notice, whenever you see the words 'we', 'us' or 'our', it refers to

- The charity "The Living Stones of the Holy Land Trust" - Registered Charity number 1081204

How we use your personal information

We use your personal information in several ways to:

- provide you with the membership service or information you've requested.
- handle the administration of your membership, gift or donation when received via cash, cheque, standing order and charity vouchers or via our online fundraising partners.
- handle the administration of Gift Aid and Gift Aid declaration forms.
- send you reminders of your membership renewal and the administration of your membership renewals
- improve our website and the range of information we provide
- send you Newsletters, the Living Stones Yearbook, and updates on the Michael Prior Memorial Fund
- provide you with information of pilgrimages we arrange
- provide you with invitations and information about lectures, conferences, and other educational, academic or fundraising events we organise or in which we participate
- provide you with details of the activities of the Theology Group and its meetings
- assess any applications you may be eligible to make to the Michael Prior Memorial Fund for financial assistance for academic studies, and if successful, the administration of agreed financial assistance and collection of academic progress reports from scholarship students
- produce membership surveys which we would invite you to complete
- keep you informed of membership and fundraising opportunities
- to contact you with appropriate marketing messages where you have given us permission to do so
- to pass your details when required over to the Health and Safety Executive, and where appropriate our insurers and our solicitors should you be involved in an accident or incident when taking part in one of our events or activities.

What personal information do we hold about you?

We ask you to supply information that we need only to provide the service you have requested. We may ask you to provide us with:

- Your name
- Your contact details

- But we may request other information where it's appropriate and relevant, for example:
- Your bank details
- Your reasons for supporting Living Stones
- How you would like us to contact you
- Age or date of birth, where relevant to your participation in an event or activity
- Accessibility or medical information where relevant to your participation in an event or activity
- Details of any accident or incident you may have been involved in while on our premises or while taking part in one of our events or activities

While we mainly hold and use the information you provide directly to us, we may use other publicly available sources of information about you, or where you have given your permission for your data to be shared.

We do this to help ensure that we only contact you (where you have given us permission) with appropriate communications or requests for support. We take great care in sourcing this information, but if you prefer us not to, then please let us know:

Email: admin@livingstonesonline.org.uk

Phone: 01689 822259

Postal address: Living Stones,

48 Strickland Way,

Orpington,

Kent,

BR6 9UE

Cookies

We don't use cookies to track visitors to our site. They are only used when site administrators log into the backend. If a visitor posts a comment on the site then this action would invoke a cookie.

Where we collect your personal information from:

We collect personal information about you in several ways:

- when you contact us by mail, phone, email
- when you complete one of our paper-based or online forms or surveys.
- when you have used a social media platform to contact us – Facebook, Twitter, LinkedIn, Instagram or Google +.
- via our local community groups.
- via a paper report if you have been involved in an accident or incident when attending one of our events or activities.

We may collect your personal information from other organisations and sources. For example, if you take part in an event run by another organisation which we partner; when you raise funds via JustGiving, Give As You Live or similar websites; or through social media platforms, e.g. Facebook, Twitter, LinkedIn, Instagram or Google +.

When providing information to us via these channels, you should check these companies' privacy policies and settings to understand how they use your personal information. We may check that third parties and other organisations have consent from you to pass your information on to us.

Building profiles of supporters and targeting our communications

We use profiling and screening techniques to ensure communications are relevant and timely, to target our resources effectively, and to provide a better experience for our supporters. These activities allow us to understand the background of people who support us and help us to make appropriate requests to supporters who may be able and willing to give more than they already do. Importantly, it enables us to raise more funds, sooner, and more cost-effectively, than we otherwise would.

When building a supporter profile, we may analyse geographic, demographic and other information relating to you to better understand your interests and preferences in order to contact you with the most relevant communications. In doing this, we may use additional information from third party sources when it is available.

Such information is compiled using publicly available data about you, information published in any type of media including magazines and newspapers, listed directorships or typical earnings in a given area. All this type of profiling is done under our internal processes and procedures that ensure we have the correct permissions to do so.

If you do not want us to carry out this type of profiling, then please let us know by contacting our administrator via email admin@livingstonesonline.org.uk

How we use your personal information for marketing and fundraising

We use your personal information for marketing only where you have given us permission to do so, or you have provided permission to other organisations to allow us to market to you, for example, via Facebook or JustGiving.

Like all organisations we rely on marketing to help provide you a membership service and support the work we do and by using the information you provide to us we can contact you with specific marketing messages that we feel will be appropriate to you. Depending on the permission you have given us or another organisation this may be by post, email, telephone, SMS or social media.

To assist us in our marketing, in addition to the data that you provide to us, we may also obtain data from trusted third parties to help us understand what you might be interested in. This 'profiling' information is produced from a variety of sources, including publicly available data (such as the electoral roll) or from sources such as surveys and polls where you have given your permission for your data to be shared.

We understand that our supporters' circumstances change, and you can easily withdraw the permissions you have given us at any time, either by using our contact details in this policy or by using the methods we tell you about in our communications.

Who we share your data with

We do not share or sell your data to any other charity or company for marketing purposes.

However, there might be some situations where we use trusted suppliers to help us with administration of the services you have asked us to supply to you. For example:

- mailing houses to dispatch our newsletters, yearbook, and invitations for our events and fundraising materials
- agencies who handle your donations on our behalf or administer your online conference and event bookings, e.g. Just Giving or Eventbrite
- companies who deliver bespoke events for us (e.g. pilgrimage tours) or who organise events on behalf of Living Stones
- companies who help us campaign on your behalf, for example to lobby your local MP
- website hosting companies which we use to administer our website content
- a database company who support us in keeping all our records in order
- as and when required we will share accident and incident information with the Health and Safety Executive, our insurers and our solicitors.

There may be certain circumstances, when we also use trusted suppliers to help us with marketing:

- email service providers to send our emails and manage your marketing permissions
- mailing houses to send out information materials by post
- an organisation which helps us keep your information accurate and up to date.

Some of our suppliers may operate outside the European Economic Area (EEA). This requires us to ensure they provide an adequate level of protection in accordance with UK data protection law, for example the EU-US Privacy Shield Framework. By submitting your personal information to us you agree to this transfer, storing or processing at locations outside the EEA.

In some circumstances we may be required to disclose or share your information without your consent, for example if we are required by the police, the courts or for other legal reasons.

How we keep your personal information up to date

Living Stones has a legal obligation under data protection legislation to keep the personal information it collects accurate and up to date. Among other things, it helps us ensure that we do not contact you with inappropriate information and marketing messages and prevents us from wasting valuable funds on print and postage. We keep your information accurate as follows:

- By giving you the opportunity at any time to contact us to correct or change your information.
- By screening your name and postal address information against Royal Mail's National Change of Address File: where you have given your permission to Royal Mail, we can either update our records with your new address or note you have moved so we don't send anything to your old address.
- By using information publicly available to us.
- If you contact us we may ask you to confirm certain details.
- When we receive undelivered mail or email.

How we keep your personal information safe

We take very seriously our obligations to keep your personal data safe and secure. Within Living Stones, access to your personal information is strictly controlled on a 'need to know' basis. The charity's administrator, trustees where necessary and nominated volunteers are allowed access to your personal data only if they have been sufficiently trained in data handling. We have specific technical controls in

place to restrict access and these are monitored regularly. Our website is also monitored and protected to prevent it from unauthorised access.

Personal data may be sent to our trusted suppliers. In all cases these companies must comply strictly with our instructions and they are not allowed to use your information for their own business purposes. We also require these companies to have sufficient organisational and technical measures in place to ensure the security of your data.

How long we keep your personal information

We keep your personal information in line with government policy. In certain circumstances we have a statutory obligation to keep your personal information for a set period of time (normally six-seven years) and this mainly concerns financial information regarding your donations or Gift Aid contributions.

How you can find out about the information we hold about you

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us using the contact details in this policy – we do not usually apply a charge for providing you with this information, but we reserve the right to cover the costs of information retrieval and will advise if necessary in advance.

If we do hold information about you, we will:

- give you a description of it.
- tell you why we are holding it.
- tell you who it could be shared with.
- let you have a concise and clear copy of the information.
- We want to make sure that your personal information is accurate and up to date and we will be happy to correct or remove information you think is inaccurate.

What to do if you have a complaint

If you have a complaint, please contact our Administrator by writing to: Administrator, Living Stones, 48 Strickland Way, Orpington, Kent, BR6 9UE, or sending an email to admin@livingstonesonline.org.uk

If you are not satisfied with the way your complaint was handled, you can refer your complaint to UK Information Commissioner's Office at <https://ico.org.uk/concerns/>.

Links to other websites

We link our website directly to other sites, including sites that provide information, services, resources and fundraising opportunities that are not directly associated with us. This privacy notice does not cover the links within our site linking to other websites and organisations. We encourage you to read the privacy statements on the other websites you visit.

Changes to this privacy notice

The trustees have endeavoured to make this Privacy Policy as succinct as possible. It does not provide exhaustive detail of all aspects of Living Stones' collection and use of personal information. However, we are happy to provide any additional information or explanation needed using the contact details in this policy.

We keep our privacy notice under regular review. This privacy notice was last updated on: 14th May 2018.