

DATA PRIVACY NOTICE

The Sisters of the Christian Retreat is committed to handling your data appropriately, safely and with transparency. This Data Privacy Notice has been written to help provide you with clear information on how we collect, store and share your data, and your rights regarding your personal data held by the Charity.

1. Your personal data

Personal data is defined as any information relating to 'an identifiable living person'. The General Data Protection Regulations (the "GDPR") (2018) applies to any data recorded in a filing system that allows personal data to be easily accessed and to records kept in hard copy (paper) format and digitally. The Charity is committed to processing data in accordance with its responsibilities under the GDPR.

The Charity is committed to processing data in accordance with its responsibilities under the GDPR. Article 5 of the GDPR requires that personal data shall be:

- processed lawfully, fairly and in a transparent manner in relation to individuals;
- collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes: Further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- accurate and, where necessary, kept up-to-date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;
- kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

2. Who are we?

The Sisters of the Christian Retreat is the data controller with the Information Commissioner's Office. Our CIO number is 1174120. Our ICO registration number is Z6928367.

3. How do we process your personal data?

To support the Sisters of the Christian Retreat in providing a service for the benefit of the public, we may collect information from you, such as:

- Information needed to process a booking or to fulfil services to you: your e-mail address, first name, last name, telephone/mobile number, and contact address.

- Information needed to keep you safe and ensure health and safety procedures are followed, including relevant medical information, dietary requirements, additional needs, and next of kin details.
- Financial information to complete payments and account records, including sort code, account number, bank or building society, etc.
- Your marketing preferences through our third-party mailing provider, Mailchimp.
- Information that you share with us in connection to requests for feedback or surveys.

We collect information in several ways, including:

- When you interact with us through our website, social media, or sign-up to our mailing list.
- When we interact with you face-to-face, over the telephone, or through e-mail correspondence.
- We may contact you by post, e-mail, telephone, or other confidential method.

We use your personal data for the following purposes:

- To enable us to provide a service for public benefit as outlined in our constitution as a charity.
- To administrate and fulfil services at the House of Prayer, including bookings, personal services such as spiritual direction, and to deliver our programme.
- To help our employees and volunteers to fulfil your booking and to ensure our services are safe, effective, and tailored to your needs.
- To safeguard vulnerable children or adults who may be at risk of harm or where an incident has occurred and needs to be reported.
- To maintain our accounts and records (including financial records and gift aid applications) in paper and electronic forms, including our accounting and payroll software.
- To fundraise and promote the interests of the Sisters of the Christian Retreat.
- To publicise and inform you of news, updates, programmed events and activities and services available at the House of Prayer.
- To help us evaluate and plan our services and programme we may contact you via surveys to seek your opinion on our events, programme, services and resources.
- To comply with regulatory and legal authority bodies, including reporting to the Charity Commission.
- To preserve records in the public interest pertaining to the congregation and its legitimate activities.

4. What is the lawful basis for processing your personal data?

The Sisters of the Christian Retreat will only process your data if it has a legal basis to do so. The Sisters of the Christian Retreat will process data in the following circumstances:

- When we have received explicit consent to keep you informed of news, resources, programmed events, and services.
- Processing is necessary for the performance of a task carried out in the public interest.
- Processing is necessary for the legitimate interests of the Sisters of the Christian Retreat except where such interests are overridden by the interests, rights or freedoms of the person the data refers to.
- Processing is necessary for carrying out legal obligations.
- Where the data includes religious belief, we are permitted to process it provided the processing relates only to those who have regular contact with us and there is no disclosure to a third party without consent.

- To preserve records in the public interest pertaining to the congregation and its legitimate activities.

5. Sharing your personal data

Your personal data will be treated as strictly confidential and will only be shared with Sisters of the Christian Retreat trustees, employees, volunteers, and with those acting on our behalf or providing us with a service for legitimate purposes connected to the Charity. We will not share your personal data to third parties without your consent. We will only share your personal data with facilitators to ensure they have the necessary information to comply with health and safety regulations and to provide an appropriate level of services. We will only share your personal data with external accountancy services for the purpose of providing accurate records to inform financial records and the drawing up of annual accounts. We will only share your data with law enforcement authorities or regulatory bodies if necessary and proportionate to do so. Any records relating to the congregations historical and legitimate activities are kept safely, securely, and with appropriate safeguards in place.

6. How long do we keep your personal data?

We will only use and securely store your information for as long it is required for the purposes it was collected for. We will retain legal or financial information (including transactions and gift aid declarations) for 6 years.

7. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which the Sisters of the Christian Retreat holds about you.
- The right to request that the Sisters of the Christian Retreat corrects any personal data if it is found to be inaccurate or out of date.
- The right to request your personal data is erased where it is no longer necessary for the Sisters of the Christian Retreat to retain such data.
- The right to withdraw your consent to the processing at any time.
- The right to request that the data controller provide the data subject with his/her personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable) [Only applies where the processing is based on consent or is necessary for the performance of a contract with the data subject and in either case the data controller processes the data by automated means.]
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction be placed on further processing.
- The right to object to the processing of personal data.
- The right to lodge a complaint with the Information Commissioner's Office.

8. External Providers

We use external providers for communication and marketing purposes. We are careful to choose reputable and known providers. The privacy policies of our providers can be checked on their websites.

For our website: *Squarespace* - <https://www.squarespace.com/privacy>

Squarespace provides us with analytics regarding the performance of our website. This information does not identify users personally.

For our mailing list: *Mailchimp* - <https://mailchimp.com/legal/privacy/>

Mailchimp holds our mailing list and sends mailing campaigns to our subscribers. This information is held securely and is password protected. You can opt into our mailing list and have the right to unsubscribe.

For our e-mail service: *Microsoft Outlook* - <https://privacy.microsoft.com/en-gb/privacystatement>

We will store and keep your e-mails for the purposes outlined above.

For online donations: *PayPal* - <https://www.paypal.com/uk/webapps/mpp/ua/privacy-full>

PayPal will securely process and store your personal data for the purposes of financial transactions. This service is held securely and is password protected.

For our Facebook: <https://www.facebook.com/>

You can interact with the House of Prayer and Sisters of the Christian retreat through our Facebook page. Messages will be stored for the purposes outlined above.

For our Instagram: <https://www.instagram.com/>

You can interact with the House of Prayer through our Instagram. Messages will be stored for the purposes outlined above.

For our Twitter: <https://twitter.com/home>

You can interact with the House of Prayer through our Twitter. Messages will be stored for the purposes outlined above.

For our Zoom: <https://zoom.us/>

We use Zoom for some of our programmed events and meetings. This service is password protected. Zoom meetings are password protected and the meeting ID is always generated automatically.

9. Further processing

If we wish to use your personal data for a different purpose, we will provide you with a new notice explaining this new use prior to commencing the new processing and will set out the relevant purposes and processing conditions. If necessary, we will seek your consent prior to the new processing.

10. Contact details

For all enquiries or requests regarding your data, please e-mail the Administrator at admin@christian-retreat.org or telephone 020 8941 2313.

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.