

# Bridge Christian Community

## PRIVACY POLICY

We value your privacy. We promise to keep the data you trust us with safe. And we will never share your data with other organisations without your express consent or a legal basis to do so.

### Who are we?

Bridge Christian Community (hereafter referred to as BCC) is a charity registered in Ireland (RCN 20047108, CHY 14446) and is incorporated as a charitable trust.

Our registered address is 1A Wexford Road, Arklow, Co. Wicklow Y14 PA46.

We are committed to protecting your privacy and will only use the information that we collect about you lawfully. This policy aims to give you an understanding of how and why we use the information you provide to us and covers all of BCC's activities and ministries.

### What information do we collect and why?

We collect information that is **personal data**. Personal data is information that can be used to help identify you, such as (but not limited to) your name, email address, postal address, telephone number, mobile telephone number, family relationships, participation in BCC activities and whether or not we can claim tax relief on any donations you may make. It may also include Internet Protocol (IP) addresses (the location of the computer on the internet), details of pages visited on our websites and files downloaded.

We collect information in the following ways:

- **Information you give us directly.** For example, when you complete a contact card or information form, contact us via our website, register for an event or subscribe to our mailing list.
- **Publicly Available Information.** We may combine information you provide to us with information available from public sources or records in order to gain a better understanding of our supporters and those who engage with us. This helps us to improve our fundraising methods, resources and programmes. Such information may be found in places such as Companies Registration Office and information that has been published online and in print.

### How do we store and protect the information about you?

It is very important to us that any information we hold about you is safe. That's why we operate to a high level of security in relation to the collection, storage and disclosure of your information.

Information is stored on our database (Planning Center) or in paper files, which when not in use are stored in locked drawers at our offices, accessible only by authorised personnel who adhere to this policy.

The information we collect from you may be transferred to, processed and/or stored at a destination outside the European Union (EU). This may occur if, for example, one of our supplier's servers on which personal information is stored is located in a country outside the EU or if we use a cloud IT platform where data is dispersed between a number of different servers. These countries may not have similar data protection laws to Ireland but under the GDPR regulations, any data relating to EU residents is subject to the same protection regardless of where it is held.

### How do we use the information about you?

BCC will use the information that we hold concerning you in accordance with the provisions of data protection legislation. We use this information to administer our relationship with you and to provide you with information about our activities.

We may use (or 'process') your personal data to:

- Keep a record of your relationship and correspondence with us;
- Communicate with you (where we have a legal basis to do so) by post, phone, e-mail and SMS, to provide you with information about us, our events, conferences and any other information we think may be of interest (e.g. supporter updates, prayer news);
- Organise volunteering opportunities and rotas;
- Manage your communication preferences;
- Deliver literature, resources, and other materials that you have requested from us;
- Carry out research to find out more information about our supporters' backgrounds and interests;
- Comply with applicable laws and regulations, and requests from statutory agencies;
- Further our legitimate charitable aims such as sending you information about how donations are being used or sending you an annual report;
- Administer donations from you including processing the Revenue's Charitable Donation Scheme;
- Notify you about changes to this privacy policy.

**Your Preferences:** You can choose at any time what communication you want to receive from BCC and in which format. If there is something you would prefer not to receive, please email us at [info@bccarklow.ie](mailto:info@bccarklow.ie) or contact us at Bridge Christian Community, 1A Wexford Road, Arklow, Co. Wicklow.

**Dates of Birth:** BCC may process dates of birth or age ranges for our supporters, which is either received from you (e.g. through a survey) or through publicly available information. We use this information to tailor our messages to you appropriately.

**Sensitive Categories:** If you provide us with sensitive/special categories of personal data including, but not limited to, your racial or ethnic origin, political opinions, religious or philosophical beliefs or your physical or mental health, we will only use this for the specific purpose for which you gave permission and where it is within our legitimate interests to process or where we have other legal grounds to do so.

#### **Do we share this information with others?**

We will not sell or share your personal data with other organisations or individuals, unless there is a legal basis for us to do so.

We may allow our staff, professional advisors, consultants and/or external providers acting on our behalf to access and use your information for purposes within our legitimate interest (e.g. to deliver mailings, to analyse data, to process payments, to process tax relief as part of the Charitable Donations Scheme). These data processors have access to personal information needed to perform their functions but may not use it for other purposes. BCC will select only reputable third parties who will comply strictly with our instructions, with data protection laws, and will make sure that appropriate controls are in place. Third-party data processors being used by BCC at the time of this policy include: Revenue (to process tax relief claims), and Intuit (for bookkeeping and accounts). BCC may disclose your personal information where we are under a duty in order to comply with any legal obligation (for example to government bodies and law enforcement agencies).

#### **What is our legal basis for processing data?**

Under the General Data Protection Regulation, there are six lawful bases to process personal data. We rely on a variety of these for using (or 'processing') data depending on the purpose for which the data is being processed.

**Legitimate interest** is about balancing BCC's interests against your interests, rights and freedoms. Basically, it means that when you provide your personal details to us we may use your information for our legitimate interests to carry out our charitable aims and objectives. But before doing this, we will also carefully consider and balance any potential impact on you and your rights. We will not

process data in ways that a reasonable person would not expect us to in the circumstances. We rely on legitimate interests for a variety of purposes, which include:

- Contacting you via mail, email or telephone about events which you may be interested in, based on your previous engagement;
- Contacting you to arrange volunteering schedules;
- Sending you updates in the post, when applicable;
- Saying thank you (by mail or telephone) to you if you volunteer or make a donation, both at the time of your donation and at other times to communicate our gratitude and to let you know how your contribution has made a difference;

You can let us know at any time if you would prefer not to receive these communications.

We use your express **consent** for all email communications from BCC, given when you give us your data. Every electronic communication you receive from us will give you the option to unsubscribe. We use **compliance with a legal obligation** as the basis for processing any legally required activities such as tax relief in the Charitable Donation Scheme with the Revenue.

### **How long do we keep your data for?**

We will hold your personal data for as long as is needed to fulfil the function for which it was given, or for as long as is required by law for the relevant activity (e.g. the Revenue requires us to keep a record of donations, tax relief and financial transactions for seven years, employment law requires a register of employees etc.) and for no longer than is necessary for the purposes for which it is processed, in accordance with our internal policies.

### **How will we inform you of changes to this privacy policy?**

This privacy policy will be periodically reviewed and any updates placed on our webpage. The date of this privacy policy update is at the bottom of this page.

### **What are your rights?**

You will always have the right to:

- Be informed about how we use your data (via this privacy policy);
- Request a copy of the information that we hold about you (known as a Subject Access Request). If you would like a copy of some or all of your personal information, please contact us;
- Ask us to correct or remove information you think is inaccurate: we want to make sure that your personal information is accurate and up to date;
- Opt-out of receiving all or some of our communications, which includes any newsletters, appeals and event invitations;
- Request that we stop processing data about you for certain purposes (e.g. profiling) at any time by contacting us;
- **Complain.** Our complaints policy is set out in full below

### **Got questions?**

You can contact us at [info@bccarklow.ie](mailto:info@bccarklow.ie), or in writing to our registered address: Bridge Christian Community, 1A Wexford Road, Arklow, Co. Wicklow.

This policy was last updated on 2<sup>nd</sup> August 2018

## Complaints Procedure

### **Handling Feedback and Complaints**

Bridge Christian Community (BCC) is committed to ensuring that all our communications and dealings with our supporters and the general public are of the highest possible standard. We listen and respond to views offered so that we can continue to improve.

BCC welcomes and encourages feedback. Therefore we aim to ensure that:

- it is as easy as possible to make a complaint;
- we treat as a complaint any clear expression of dissatisfaction with our activities which calls for a response;
- we treat it seriously whether it is made by phone, letter, email or in person;
- we deal with it quickly and politely;
- we respond accordingly – for example, with an explanation, or an apology where we have got things wrong, and information on any action taken;
- we seek to learn from complaints, use them to improve and monitor them at our board.

If you have feedback (including complaints) about any aspect of our work, you can contact our Pastor in writing or by telephone.

In the first instance, your feedback will be dealt with by our Pastor, Robert Holden. Please give as much information as possible and let us know how you would like us to respond to you, providing the relevant contact details.

Write to:

Robert Holden, Bridge Christian Community, 1A Wexford Road, Arklow, Co. Wicklow Y14 PA46

Email: [r.holden@bccarklow.ie](mailto:r.holden@bccarklow.ie)

Phone: 087 1364219

### **What happens next?**

We will acknowledge your feedback or complaint within 7 days and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and provide a new deadline.

### **What if the complaint is not resolved?**

If you are unhappy with our response, you may get in touch again by writing to the Board of Trustees. The chairperson will ensure your appeal is considered at Board level and will respond within two weeks of this consideration by Board members.

Write to: Board of Trustees, Bridge Christian Community, 1A Wexford Road, Arklow, Co. Wicklow Y14 PA46

Email: [info@bccarklow.ie](mailto:info@bccarklow.ie)