## WTTC-new logo

# Privacy & Data Protection Policy

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### 1. Introduction and General Terms

The Watford Town Centre Chaplaincy (WTCC) is dependent on the generosity of our supporters as well as the goodwill and trust of the public.  We are therefore committed to protecting any personal information we obtain about you, whether by e-mail, post or when you are just visiting our website. It applies to all who are in contact with us whether as a volunteer, a financial supporter or an interested party.  This policy sets out how we obtain, use and protect any personal information you provide to us, whether online, via phone, text, email, in letters or in other correspondence.

This data protection and privacy policy explains the following:

* how WTCC will use information we collect about you;
* when WTCC may use your details to contact you;
* whether WTCC will disclose your details to anyone else;
* your choices regarding the personal information you provide to us; the use of cookies on the WTCC website and how you can exercise your choices in relation to those cookies.

WTCC is committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all laws concerning the protection of personal information, including the General Data Protection Regulation (GDPR) 2018.

The WTCC website contains hyperlinks to websites owned and operated by third parties. These third party websites have their own privacy policies, including policies on their use of cookies, and we urge you to review them. They will govern the use of personal information you submit or which is collected by cookies whilst visiting these websites. We cannot accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

### 2. Who we are

WTCC is a registered charity No. 1101281 and its registered address is The Cloisters, St Mary’s View, King Street, Watford, Herts, WD18 0DF.

### 3. What information will WTCC collect about me?

When you contact WTCC to make a donation, volunteer for any of its activities or telephone, email, write to, text or engage with WTCC via social media channels, we may receive and retain personal information about you. This can consist of information such as your name, email address, postal address, telephone or mobile number, bank account details to process donations and whether or not you are a tax payer so that we can claim gift aid.

By submitting your details, you enable the WTCC to raise funds to deliver its services.

We do not usually collect "sensitive personal data", e.g. health status, unless there is a clear reason for doing so - such as enabling us to help those we encounter in our work in the Town Centre (such as our Street Angels).

If you are simply browsing our website as an anonymous visitor, WTCC may still collect certain information from you, such as your IP addresses (an IP address is a number that can uniquely identify a specific computer or other network device on the internet).

The WTCC website also uses cookies.  Cookies are small text files on your device.  They are made by your web browser when you visit a website. Every time you go back to that website, your browser will send the cookie file back to the website's server.  They improve your experience of using a website, for example, by remembering your preference settings and by measuring your use of a website to ensure that it meets your needs.  See Section 9 below for more detail on how we use cookies and how you can control your cookie preferences.

### 4. How will WTCC use the information we collect?

WTCC will use personal information for a number of purposes including the following:

* in correspondence with you whether by letter, email, text, social media, message board or any other means;
* for "service administration purposes", which means we may contact you for reasons related to donations you have made or the activity you have volunteered for;
* for internal record keeping;
* to provide you with information about our activities or online content you have agreed to receive;
* to personalise the way WTCC content is presented to you;
* to use IP addresses to identify the location of users, to block disruptive use, to establish the number of visits from different countries;
* to analyse and improve the activities and content offered by the WTCC website to provide you with the most user-friendly navigation experience. We may also use and disclose information in aggregate (so that no individuals are identified) for strategic development purposes.

### 5. Will WTCC share my personal information with anyone else?

We will only use your information for the purposes for which it was obtained, unless you have explicitly agreed that we may share your information with another organisation.

We will keep your information confidential except where disclosure is required or permitted by law (for example to government bodies for tax purposes or law enforcement agencies for the prevention and detection of crime, subject to such bodies providing us with a relevant request in writing).

### 6. Offensive or inappropriate content placed on the WTCC website

If you post or send offensive, inappropriate or objectionable content on the WTCC website or otherwise engage in any disruptive behaviour on any WTCC service, we may use your personal information to stop such behaviour.

Where WTCC reasonably believes that you are or may be in breach of any of the laws of England and Wales (or the law of Scotland if you live there) (e.g. because content you have posted may be defamatory), we may use your personal information to inform relevant third parties such as your employer, internet provider or law enforcement agencies about the content and your behaviour.

### 7. How long will WTCC keep my personal information?

We will hold your personal information on our systems for as long as is necessary for the relevant activity, e.g. we will keep a record of donations for at least seven years.  If you request us not to send you marketing information we will keep a record of your contact details and appropriate information to enable us to comply with your request not to be contacted by us.

### 8.  What is WTCC's policy on allowing me to update, correct, or delete my personal information?

The accuracy of your information is important to us. We are working on ways to make it easier for you to review and correct the information that WTCC maintains about you. In the meantime, if you change email address or any of the other information we hold is inaccurate or out of date, you can let us know:

* through our website or
* email us at office@watfordtcc.org, or
* write to: Watford Town Centre Chaplaincy, The Cloisters, St Mary’s View, King Street, Watford, Herts, WD18 0DF

Under the General Data Protection Regulation(<https://ico.org.uk/for-the-public/>) you have the right to request a copy of the personal information we hold about you and to have any inaccuracies corrected. We may require you to prove your identity with pieces of approved identification.

### 9. Cookies Policy - Information we collect from your computer or mobile device

**a. What is a cookie?**

Cookies are small text files on your device.  They are made by your web-browser when you visit a website.  Every time you go back to that website, your browser will send the cookie file back to the website's server.  Cookies are useful because they allow a website to recognise a user's device.  You can find more information about cookies at: <http://www.youronlinechoices.com/uk/> . Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improving the user experience.

**b. Why does WTCC use cookies?**

Cookies help us identify which bits of our website people are using, and help us do work on those sections of the website to improve the user experience

### 10. Changes to the WTCC Privacy Policy

This Privacy Policy may be updated from time to time so you may wish to check it each time you submit personal information to the Diocese. If material changes are made to the Privacy Policy we will notify you by placing a prominent notice on the website.

**Approved by the Trustees of the Watford Town Centre Chaplaincy on 8th May 2018**