

## **BMCN Website privacy notice**

### **1. INTRODUCTION**

This privacy notice provides you with details of how we collect and process your personal data through your use of our site [www.bmcneighbours.org](http://www.bmcneighbours.org), and more generally through the Brentor and Moor Compassionate Neighbours organisation (“BMCN”).

By providing us with your data, you warrant to us that you are over 13 years of age.

BMCN is the data controller and we are responsible for your personal data (referred to as “we”, “us” or “our” in this privacy notice).

### **Contact Details**

Our full details are: Brentor and Moor Compassionate Neighbours, an autonomous subcommittee of the Brent Tor Parochial Church Council.

Full name of legal entity: Brentor and Moor Compassionate Neighbours, Brent Tor Parochial Church Council

Email address: [coordinator@bmcneighbours.org](mailto:coordinator@bmcneighbours.org)

Postal address: C/O The Parish Office, 5a Plymouth Road, Tavistock PL19 8AU

Telephone number: 01822 860799

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at [data@bmcneighbours.org](mailto:data@bmcneighbours.org).

### **2. WHAT DATA DO WE COLLECT ABOUT YOU, FOR WHAT PURPOSE AND ON WHAT GROUND WE PROCESS IT**

Personal data means any information capable of identifying an individual. It does not include anonymised data.

We may process the following categories of personal data about you:

- **Communication Data** that includes any communication that you send to us whether that be through the contact form on our website, through email, text, social media messaging, social media posting or any other communication that you send us. We process this data for the purposes of communicating with you, for record keeping and for the establishment, pursuance or defence of legal claims. Our lawful ground for this processing is our legitimate interests which in this case are to reply to communications sent to us, to keep records and to establish, pursue or defend legal claims.
- **Technical Data** that includes data about your use of our website and online services such as your IP address, your login data, details about your browser, length of visit to pages on our website, page views and navigation paths, details about the number of

times you use our website, time zone settings and other technology on the devices you use to access our website. The source of this data is from our analytics tracking system. We process this data to analyse your use of our website and other online services, to administer and protect our organisation and website, to deliver relevant website content and advertisements to you and to understand the effectiveness of our outreach. Our lawful ground for this processing is our legitimate interests which in this case are to enable us to prevent fraud and properly administer our website and our organisation.

- We may use Customer Data, User Data, and Technical Data to deliver relevant website content and information to you and to measure or understand the effectiveness of the content we serve you. Our lawful ground for this processing is legitimate interests which is to reach out to the wider community. We may also use such data to send other communications to you. Our lawful ground for this processing is either consent or legitimate interests (namely our fundraising and outreach programme).

### **Sensitive Data**

We need to collect the following sensitive data about you in order to assist you in seeking pastoral support and to meet our legal duties:

- **Service user data** that includes data about our end users, including contact details, how to find you, and information about your healthcare needs. We may also keep information about your personal religious or spiritual beliefs (if you choose to share these with us), your next of kin or carer(s), and anything you choose, in confidence, to share with us to allow us to help care for and support you. We process this data to provide our service to you. Our lawful ground of processing is that of consent. Our specific exemption for processing this potentially sensitive data falls under Article 9(2)(a), in that all service users are asked for explicit consent for their data to be processed for this purpose.
- **Safeguarding data** that includes data about Volunteers involved in providing services to end users. We process this data in order to protect the safety of our end users by conducting DBS checks. Our lawful ground for this processing is our legitimate interests which in this case are to protect end users. Our specific exemption for processing this sensitive data comes under Article 10.

Where we are required to collect personal data by law, or under the terms of the contract between us and you do not provide us with that data when requested, we may not be able to perform the contract (for example, to provide website content to you on request).

We will only use your personal data for a purpose it was collected for or a reasonably compatible purpose if necessary. For more information on this please email us at [data@bmcneighbours.org](mailto:data@bmcneighbours.org). In case we need to use your details for an unrelated new purpose we will let you know and explain the legal grounds for processing.

We may process your personal data without your knowledge or consent where this is required or permitted by law.

We do not carry out automated decision making or any type of automated profiling.

### **3. HOW WE COLLECT YOUR PERSONAL DATA**

We may collect data about you by you providing the data directly to us (for example by filling in forms on our site or by sending us emails, or filling in our end-user forms).

We may receive limited (usually anonymised) personal data from third parties such as analytics providers such as Google based outside the EU, advertising networks such as Facebook based outside the EU, such as search information providers such as Google based outside the EU, providers of technical, payment and delivery services, such as data brokers or aggregators.

We may also receive data from publicly available sources such as Companies House and the Electoral Register based inside the EU.

### **4. COMMUNICATIONS**

Our lawful ground of processing your personal data to send you communications is either your consent or our legitimate interests (see above).

Under the Privacy and Electronic Communications Regulations, we may send you marketing communications from us if (i) you made a purchase or asked for information from us about our goods or services or (ii) you agreed to receive our communications and in each case you have not opted out of receiving such communications since.

Before we share your personal data with any third party for their own marketing purposes we will get your express consent.

You can ask us or third parties to stop sending you marketing messages at any time by emailing us at [data@bmcneighbours.org](mailto:data@bmcneighbours.org).

If you opt out of receiving communications this opt-out does not apply to personal data provided as a result of other grounds as specified above.

### **5. DISCLOSURES OF YOUR PERSONAL DATA**

We may have to share your personal data with the parties set out below:

- The Church of England more widely, specifically our oversight from Brentor PCC, the Diocese of Exeter and the Diocesan Safeguarding Board
- Service providers who provide IT and system administration services (our Data Processors – JustHostMe Ltd who supply our website, Sync.com who provide document storage and archiving services, WordFence who provide security services, and Google Suite who provide webmail services to our volunteers).

- Professional advisers including our bankers (TSB), independent financial examiners and insurers (Ecclesiastical)
- Government bodies that require us to report processing activities (the ICO, in the case of any Data Breaches).

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

## **6. INTERNATIONAL TRANSFERS**

Countries outside of the European Economic Area (**EEA**) do not always offer the same levels of protection to your personal data, so European law has prohibited transfers of personal data outside of the EEA unless the transfer meets certain criteria.

Some of our third parties service providers are based outside the European Economic Area (**EEA**) so their processing of your personal data will involve a transfer of data outside the EEA.

Whenever we transfer your personal data out of the EEA, we do our best to ensure a similar degree of security of data by ensuring at least one of the following safeguards is in place:

- We will only transfer your personal data to countries that the European Commission have approved as providing an adequate level of protection for personal data by; or
- Where we use certain service providers, we may use specific contracts or codes of conduct or certification mechanisms approved by the European Commission which give personal data the same protection it has in Europe; or
- If we use US-based providers that are part of EU-US Privacy Shield, we may transfer data to them, as they have equivalent safeguards in place.

If none of the above safeguards is available, we will request your explicit consent to the specific transfer. You will have the right to withdraw this consent at any time.

## **7. DATA SECURITY**

We have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed, or accessed without authorisation. We also allow access to your personal data only to those personnel who have a need to know such data. They will only process your personal data on our instructions and they must keep it confidential.

We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach if we are legally required to.

## **8. DATA RETENTION**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

When deciding what the correct time is to keep the data for we look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purposes, if these can be achieved by other means and legal requirements.

**Communication Data** and **Service User Data** will be retained for 7 years after the last date that we contact you and then deleted or anonymised.

**Technical Data** is retained indefinitely for the prevention of fraud.

In some circumstances we may anonymise your personal data for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

## 9. YOUR LEGAL RIGHTS

Under data protection laws you have rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and (where the lawful ground of processing is consent) to withdraw consent.

You can see more about these rights at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise any of the rights set out above, please email us at [data@bmcneighbours.org](mailto:data@bmcneighbours.org).

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive or refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you.

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

## 10. THIRD-PARTY LINKS

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy

statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

## **11. COOKIES**

Currently we do not utilise cookies. If in future we choose to do so, you can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, we will provide a cookie policy if we ever decide to use them.