

Privacy policy

In this policy, you'll find important information about your personal rights to privacy, and how and why we use your personal information.

We have recently updated our privacy policy to reflect the changes we've made to be compliant with the General Data Protection Regulation (GDPR) (in force from 25 May 2018). We have updated the policy to specify:

- What rights you have regarding your data
- How we collect, store, share and use personal data
- Why we collect, store, share and use personal data
- How long we retain information

If you have any questions about these changes, please contact us and we'll be happy to help.

Who we are

Christians on Ageing is a voluntary, national, ecumenical member-based organization which works throughout the United Kingdom as an ecumenical, Christian organisation, publishes resources for individuals and local ministries, arranges conferences and events, promotes research and innovation, and comments on current issues affecting older people.

Our aims and approach

- To improve understanding on issues that matter
- To provide a link between the denominations
- To contribute to innovation in work with dementia
- To respond to enquiries on age and ageing
- To unlock the talent and experience of older people
- To seek dialogue between people of faith and wider society.

Why we hold and process members and supporters' data

We hold and process personal data for a number of reasons:

- To keep a record of donations made and actions taken by our members and supporters and our communications with them
- To claim gift aid on donations
- To send our members and supporters information about our projects, upcoming events, fundraising activities, new services and appeals where we have their consent or are otherwise allowed to
- To ensure we do not send unwanted information to members, or supporters or members of the public who have informed us they do not wish to be contacted

When and why we will send you personalised communications

Christians on Ageing will only contact you where we have your consent or we are otherwise allowed to do so. If you have consented for us to send you communications, you will receive (unless you have specifically stated otherwise):

- Our e-newsletter
- Our print or digital editions of *plus* magazine
- Invitations to events via email or post

You can opt out of receiving any of the above at any time by updating your preferences. Contact info@coa.org.uk or write to the Hon Secretary (see Contact page)

How and when we collect your data

We may collect your personal data in the following circumstances:

- When you give it to us directly. You may give us your personal data directly when you apply for membership, make a donation, sign up for one of our events, or sign up for our e-newsletter.
- When we use cookies.

We have a legal duty to protect any information we collect from you. We do not pass on your details to any third party unless you give us permission to do so.

Christians on Ageing will maintain the confidentiality of personal data held or processed and increase the access given to individuals to information relating to them.

If you have submitted your email address to the site, we may in future communicate with you to give you the opportunity to opt in to further email communications from us. These further communications may be sent from time to time to inform you about our activities and services. You can unsubscribe at any time by sending an email to info@coa.org.uk

What data we will collect about you

We only collect personal data relevant to the type of transactions you have with *Christians on Ageing*.

When you contact *Christians on Ageing* to make a donation, we will collect the following information from you: your name, your address, payment details, and whether or not you are a tax payer so that we can claim Gift Aid (if you give permission).

When you contact *Christians on Ageing* to register for an event, we will collect the following information from you: your name, e-mail address, contact telephone number, organisation (if applicable), and your mobility or dietary requirements (if appropriate, for example for an event).

When you contact *Christians on Ageing* to sign up for our e-newsletter, or our associated Dementia Network Newsletter, we will collect the following information from you: your name, your e-mail address, a contact telephone number (optional), and your organisation (if applicable).

Sensitive Personal Information

We do not collect sensitive personal information about our members or supporters, e.g. health status, unless there is a clear reason for doing so, such as participation in a marathon or similar fundraising event where we would need this to ensure that we provide appropriate facilities or support to enable you to participate in the event. Clear notices will be provided for such events so that it is clear what information we need and why we need it.

All sensitive personal information is stored on a secure database, to which only a limited number of relevant authorised personnel have access. It is deleted when no longer relevant, is never shared with third parties, and is available to you at any point should you wish to see it.

How we will use your information

We will use your personal information for the following purposes:

- We may contact you for reasons related to administering any donations you have made, your tax status with regard to Gift Aid if claimed, or online content you have signed up for.
- To confirm receipt of donations (unless you have asked us not to do this), and to say thank you via email or in the post.
- In relation to correspondence you have entered into with us whether by letter, email, social media, or any other means, and to contact you about any content you provide.
- For internal record keeping so as to keep a record of your relationship with us.
- To implement any instructions you give us with regard to withdrawing consent to send information or informing us that you do not wish to receive any information;
- To use IP addresses to identify the location of users, to block disruptive use and to establish the number of visits from different countries/demographics.
- To analyse and improve the activities and content offered by the *Christians on Ageing* website and 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 marketing and strategic development purposes.

Will we share your personal data with anyone else?

We will only use your information within *Christians on Ageing* for the purposes for which it was obtained. We will not, under any circumstances, share or sell your personal data with any third party for their own marketing purposes, and you will not receive marketing from any other companies, charities or other organisations as a result of giving your details to us.

Where legally required: we will comply with legal requests where disclosure is required or permitted by law (for example if there is a safeguarding issue, to government bodies for tax purposes or law enforcement agencies for the prevention and detection of crime).

How long will we keep your data for?

We will hold your personal information on our systems for as long as is necessary for the relevant activity, for example:

- We will keep a record of donations subject to gift aid for at least seven years to comply with HMRC rules.

- We may keep data you provide to us indefinitely, to carry out legacy administration and communicate effectively with the families of people leaving us legacies. This also enables us to identify and analyse the source of legacy income we receive.
- We will keep your data for as long as you are actively engaging with our correspondence, provided that you have not requested to opt out of communications.

If you want to control what we send to you or update your information

The accuracy of your information is really important to us. We want to ensure that we are able to communicate with you in ways that you are happy with, and ensure that we provide you with information that is of interest.

If you wish to change how we communicate with you, or update the information we hold, then please contact us:

Amend your preferences on our website here:

- Email us at info@ccoa.org.uk
- Write to us at: CCOA, 'Stoneway', Hornby Rd, Appleton Wiske, Northallerton DL6 2AF
- Call us on 01609 881408 (Mon-Fri 10am-4pm)

How we keep your data safe

We ensure that there are appropriate controls in place to protect your personal details. Any information submitted via our website is protected by encryption, our network is protected and routinely monitored.

We undertake regular reviews of who has access to information we hold to ensure that your information is only accessible to appropriate staff, volunteers and contractors.

Our use of cookies

Cookies are small text files that are sent by websites that you visit to recognise who you are when you return there. These files are stored on your computer's hard drive, and are read by your web browser.

How are cookies used?

Cookies perform several functions, such as remembering who you are on a particular site, or keeping you logged in to your account screen on an ecommerce site. Website owners use cookies to follow which pages that you've read so that they can see what parts of the site are popular or not. In short, cookies are a way of providing statistics on site visits as well as some limited functionality that makes your site visit easier. When used properly cookies are an asset to a site visitor and a site owner. They are not viruses, but some unscrupulous outfits will use them maliciously – we follow best practice for cookie use.

Opting out of cookies?

There are a number of options available so that you do not have to store any cookies at all. You can either set your browser so that it will not accept and store any cookie, or if you have a little more time and knowledge you are able to allow only certain 'trusted' sites to store cookies on your computer. The Information Commissioner's Office (<http://www.ico.gov.uk/>) provides some advice about cookies and their use, and also provides a link to 'About cookies' (www.aboutcookies.org).

How to make a complaint about this policy

If you would like to make a complaint about this policy, or make suggestions, please contact us:

- Email us at info@ccoa.org.uk
- Fill in a Contact Us form online

Your rights

These are your rights in relation to how we process your personal information:

Right to be informed

You have the right to be told how your personal information will be used. This policy and other policies and statements used on this website and in our communications provide you with a clear and transparent description of how your personal information may be used.

Right of access

You can write to us to ask for confirmation of what information we hold on you and to request a copy of that information.

Provided we are satisfied that you are entitled to see the information requested and we've successfully confirmed your identity, we'll give you your personal information (subject to any exceptions that apply).

Right of erasure

You have the right to ask us to delete your personal information, and we'll do this when you ask us to. In many cases, we'll check to see if you're happy for us to make it anonymous first, rather than delete it completely.

Right of rectification

If you believe our records of your personal information are inaccurate, you have the right to ask us to update those records.

You can also ask us to check the personal information that we hold about you if you are unsure whether it is up to date.

Right to restrict processing

You have the right to ask us to restrict the processing of your personal information if there is disagreement about its accuracy or legitimate usage.

Right to object

You have the right to object to processing where we are:

- Processing your personal information on the grounds of legitimate interest
- Using your personal information for direct marketing or
- Using your personal information for statistical purposes.

Where we rely on your consent to use your personal information, you have the right to withdraw that consent at any time. This includes the right to ask us to stop using your personal information for marketing or fundraising by electronic means (for example to be unsubscribed from our email newsletter list).

How to exercise your rights

To exercise any of these rights, please e-mail a description of the personal information in question to us at info@ccoa.org.uk or phone us on 01609 881408, or write to us at 'Stoneway', Hornby Rd, Appleton Wiske, Northallerton, DL6 2AF.

Please note that you may only use/benefit from some of these rights in limited circumstances. For more information, we suggest that you consult guidance from the Information Commissioner's Office (ICO) or please contact us. You have the right to make a complaint to the ICO about the way we have processed your personal information.