



# Westminster Chapel

## Privacy, Website Terms of Use and Cookie Policies

Available at [westminsterchapel.org.uk/privacy](http://westminsterchapel.org.uk/privacy)

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### PRIVACY POLICY

Westminster Chapel (“we”, “our” and “us”) are committed to protecting and respecting your privacy.

For the purpose of the Data Protection Act 2018 (the “Act”), the data controller is Westminster Chapel of Buckingham Gate, London, SW1E 6BS.

#### INFORMATION WE COLLECT FROM YOU

We will collect and process the following data about you:

- Information you give us. This is information about you that you give us by:
  - filling in a contact form on our website <http://www.westminsterchapel.org.uk/> (our “website”);
  - by corresponding with us by phone, e-mail or otherwise;
  - filling in a ‘Get Connected’ form, a ‘Giving Envelope’ or any other form that we may make available either generally or for particular events, services or ministries; or
  - filling in a form or passing us other materials as part of our [Foodbank](#). The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph.
- If you use our [Foodbank](#) ministry we retain a copy of the form you provide us. We may also access this information from the databases operated by [The Trussell Trust](#) (in the case of the [Foodbank](#) ministry). Information we collect about you. Each time you visit our website, we will automatically collect the following information:
  - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, operating system and platform; and
  - information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our website (including date and time), page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs).

- Information we receive from MailChimp. If you choose to join our Mailing List on MailChimp (see below), then we will collect the contact information that you register with MailChimp. This information may include your name, e-mail address and postcode. Sensitive Personal Information: The information that we collect and store includes sensitive personal information such as information about physical or mental health, religious beliefs other beliefs of a similar nature and racial or ethnic origin. Keeping your information up to date: We do our best to keep the information we hold about you up to date. If you notice any errors, or you no longer wish to receive information from us, please contact us at: [office@westminsterchapel.org.uk](mailto:office@westminsterchapel.org.uk).

#### MAILCHIMP

If you are already a member of our church, we will have added you to our MailChimp list. MailChimp's Privacy Policy is [available here](#).

If you are not a member of our church, and are already on these lists, it is because you have explicitly given us your consent to be contacted. This was through filling in a Get Connected form on a Sunday, through our App, or our website (described above). We only store your name and email address on the MailChimp system, which you can unsubscribe from at any point. Unsubscribing deletes your information and terminates your contact with us.

#### COOKIES

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our website. For detailed information on the cookies we use and the purposes for which we use them see our [Cookie policy](#).

#### USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- Information you give to us. We will use this information: to serve you and generally to establish and maintain your involvement with us including:
- keeping you informed about church services, activities and events;
- providing you with any information, products and services that you request from us;
- answering any queries you may have by email, post, telephone, mobile phone and fax;
- registering you for events you have asked to attend;
- assisting the leadership team and trustees with the management of issues relating to Westminster Chapel; and
- enabling members of the ministry team to communicate with you; and
- carrying out our obligations arising from any contracts entered into between you and us.
- Information we collect about you. We will use this information:
- to administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;

- to improve our website to ensure that content is presented in the most effective manner for you and for your computer;
- to allow you to participate in interactive features of our service, when you choose to do so; and
- as part of our efforts to keep our website safe and secure.

#### DISCLOSURE OF YOUR INFORMATION

We will not give away, sell, rent or disclose any personal data about you to any third parties other than in the following limited circumstances:

- If you use our [Foodbank](#) ministry we will disclose the information you provide to [The Trussell Trust](#).
- We are under a duty to disclose or share your personal data in order to comply with any legal obligation.
- In order to enforce or apply our [Privacy](#) Policy
- To protect the rights, property, or safety of any member of Westminster Chapel or any other person.

#### WHERE WE STORE YOUR PERSONAL DATA

Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

The data that we control may be transferred and stored outside the European Economic Area (“EEA”), for example where our software providers store information on servers outside the EEA. It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Where there is a transfer outside the EEA we will ensure that organisation to whom information is transferred is one which subscribes to equivalent standards under the Act.

We will take reasonable, necessary steps to ensure that your data is treated securely and in accordance with this privacy statement.

We will store your information for no longer than reasonably necessary, usually for the time that you are attending the church or are a member of the church. After this we may continue to hold your contact details for as long as you agree in order to keep you informed about the ministry of the church.

#### ACCESS TO YOUR INFORMATION

The Act gives you the right to access information held about you. You can request access to the personal information that we hold about you by contacting us at [office@westminsterchapel.org.uk](mailto:office@westminsterchapel.org.uk). The assigned data protection officer is Rebecca Tan. We will provide you with access to your personal information unless we are legally authorised to refuse your request. We may charge a reasonable amount for providing access.

If you wish to change personal information that is out of date or inaccurate at any time please contact us. After notice from you, we will take reasonable steps to correct any of your information which is inaccurate, incomplete or out of date. If you wish to have your personal information deleted please let us know and we will delete that information wherever practicable.

We may refuse your request to access, amend or delete your personal information in certain circumstances. If we do refuse your request, we will provide you with a reason for our decision and, in the case of amendment, we will note with your personal information that you have disputed its accuracy.

## SECURITY

We will take reasonable steps to keep secure any personal information, which we hold and to keep this information accurate and up to date.

Unfortunately, the transmission of information via the internet is not completely secure. Accordingly, we cannot accept responsibility for the security of information you send to or receive from us over the internet or for any unauthorised access or use of that information.

We take security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. Your information will be held for a reasonable period or as long as the law requires.

## **WEBSITE TERMS OF USE**

This website is owned and operated by Westminster Chapel ("we", "our" and "us"). Our address is Buckingham Gate, London, SW1E 6BS.

These terms of use and our [Privacy Policy](#) govern your use of this website. If you continue to access and use this website, you are accepting these terms of use and are accepting and consenting to the practices described in our [Privacy Policy](#).

## INFORMATION SECURITY AND DATA PROTECTION

Please remember that internet communications are not secure unless the data being sent is encrypted. We cannot accept responsibility for the security of information you send to or receive from us over the internet or for any unauthorised access or use of that information.

By submitting any personal information to us on this website, you specifically confirm that you have read, understood and agreed to our obtaining, processing and disclosing personal relating to you solely for the purposes detailed in and otherwise in accordance with our [Privacy Policy](#).

## LICENSED TERMS

Materials on this website may not be modified, reproduced, publicly displayed, performed, distributed or used for any public or commercial purposes without our explicit written permission.

You may print copies of any item in hard copy for your personal use or for use by others within your organisation. You may also download any item to a local storage device provided it is for your personal use or access by others within your organisation.

Any requests to use materials on this website outside the scope of this licence should be addressed to us at: [office@westminsterchapel.org.uk](mailto:office@westminsterchapel.org.uk).

#### OUR LIABILITY TO YOU

To the maximum extent permitted by law, we accept no responsibility for any loss, which may arise from reliance on information contained in this website or other sites, which may be linked to our website from time to time.

#### CONTACT

If you have any comments or requests regarding this privacy policy, please contact us at: [office@westminsterchapel.org.uk](mailto:office@westminsterchapel.org.uk).

### **COOKIES POLICY**

In common with most other websites, we use cookies and similar technologies to help us understand how people use this website. We have created this Cookies Policy to provide you with clear and explicit information about the technologies we use on this website, and your choices when it comes to these technologies.

If you choose to use this without blocking or disabling cookies or opting out of other technologies, you will indicate your consent to our use of these cookies and other technologies and to our use of any information that we collect using these technologies. If you do not consent to the use of these technologies, please be sure to block or disable them using your browser settings.

#### WHAT ARE COOKIES?

Cookies are small text files that are placed on your computer by websites that you visit. These text files can be read by these websites and help to identify you when you return to a website. Cookies can be “persistent” or “session” cookies. Persistent cookies remain on your computer when you have gone offline, while session cookies are deleted as soon as you close your web browser.

To find out more about cookies, including how to see what cookies have been set and how to block and delete cookies, please visit [www.aboutcookies.org/](http://www.aboutcookies.org/)

#### WESTMINSTER CHAPEL COOKIES

We use our own cookies to recognise you when you visit our website. This means that we can track usage information across the areas of this website. In addition to our own cookies, we work with various reputable companies to help us analyse how the website is used, and to optimise our website to deliver the best possible experience.

The following companies help us achieve this through use of cookies:

#### GOOGLE ANALYTICS

Google Analytics is a service provided by Google, Inc. (“Google”). Google Analytics uses cookies to help us analyse how users use our website. The information generated by these cookies (including your truncated IP address) is transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your, and other users’, use of our website, compiling reports for us on website activity and providing other services relating to website activity and Internet usage. Please note that Google only receives your truncated IP address. This is sufficient for Google to identify (approximately) the country from which you are visiting our site, but is not sufficient to identify you, or your computer or mobile device, individually.

Google cookies are those beginning “\_\_ut”.

You can find more information [here](#), including a link to [Google’s privacy policy](#).

#### OPTING OUT

We think it’s important that you are able to control the collection of data relating to your use of this website, and have therefore made sure that you can opt out of any personal data collection using cookies or other technologies as set out below.

You can use the settings within your browser to control the cookies that are set on your computer or mobile device. However, please be aware that cookies are important to many aspects for the site – if you set your browser to reject cookies, you may not be able to enjoy all of the features of the site. To find out how to see what cookies have been set and how to reject and delete cookies, please visit [www.aboutcookies.org](http://www.aboutcookies.org). To opt-out of analysis by Google Analytics on our website and other websites, please visit [tools.google.com/dlpage/gaoptout](http://tools.google.com/dlpage/gaoptout).