

Privacy Policy

Proclaimers (the Church) and our related entities appreciate that privacy is very important. The Church has adopted this Privacy Policy as we recognise the right of people to keep their personal information private. This Privacy Policy covers the Church's treatment of personally identifiable information that we collect or hold.

1. The information we collect

When you visit, or register for services on our site the Church will collect general information about you, such as your name, address, contact details so the Church can contact you. We may also collect this and other types of personal information during the course of dealing with you, for example credit or debit card information when you wish to obtain goods or services from the Church, when you register for conferences or events, and when you participate in Church activities or complete other forms. We may also collect information about your usage of our website as well as information about you from e-mails or letters you send to us.

2. How we use your information

The Church will use the personal information we collect for the purpose disclosed at the time of collection, or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law. Generally we will only use and disclose your personal information as follows:

- (a) to establish and maintain your involvement with the Church, including providing you with regular correspondence;
- (b) to provide the products or services you have requested from the Church;
- (c) to answer your enquiry by post, telephone, fax as well as email;
- (d) to register you for events, conferences or promotions;
- (e) to assist us to make the Church's sites, services and products more valuable to our community;
- (f) for direct promotion of products or services and to keep you informed of new developments we believe may be of interest to you. If we contact you in this way without obtaining your prior consent, we will provide you with the opportunity to decline any further promotional communications;
- (g) to third parties where we have retained those third parties to assist us to operate the Church and provide the products or services you have requested, such as religious education instructors, catering and event coordinators, promotions companies, transport providers, health care providers, website hosts and IT consultants, and our professional advisers such as consultants, lawyers and accountants. In some circumstances we may need to disclose sensitive information about you to third parties as part of the services you have requested; and
- (h) to different parts of the Church to enable the development and promotion of other products and services and to improve our general ability to assist

Church attendees and the wider community.

The information you provide to us will be held on computers in the EU but from time to time, may be accessed by or given to our staff and associated churches working outside the UK and third parties some of who are located outside the European Economic Area who act for us for the purposes set out in this policy or for other purposes approved by you. Those parties process information, fulfil and deliver orders, process credit card payments and provide support services on our behalf. We may also pass aggregate information on the usage of our site to third parties but this will not include information that can be used to identify you.

Where you have consented when providing us with your details, we may also allow carefully selected third parties, including other churches in our group, to contact you occasionally about products and services which may be of interest to you. They may contact you by post, telephone or fax, as well as by e-mail. If you change your mind about being contacted by these organisations in the future, please contact us.

Countries outside the European Economic Area do not always have strong data protection laws. However, we will always take steps to ensure that third parties use your information in accordance with this policy.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

3. Access to your information

You can request access to the personal information that the Church holds about you by contacting the Church's Privacy Officer as set out below. 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.

4. Security

The Church will take reasonable steps to keep secure any personal information which we hold and to keep this information accurate and up to date. Personal information is stored in a secure server or secure files.

The Internet is not a secure method of transmitting information. Accordingly,

the Church 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.

5. Cookies

Cookies are small amounts of information that we store on your computer. Unless you have indicated your objection when disclosing your details to us, our system will issue cookies to your computer when you log on to the site. Cookies make it easier for you to log on to and use the site during future visits. They also help to monitor website traffic and to personalise the content of the site for you. You may set up your computer to reject cookies although, in that case, you may not be able to use certain features on our site. If you do not wish to receive cookies in the future, please contact us.

6. Changes to this Privacy Policy

The Church may amend this Privacy Policy from time to time by having the amended version available at the information counters at the Church or on our website at www.proclaimers.com We suggest that you visit our website regularly to keep up to date with any changes.

7. Contacting us

If you would like any further information, or have any queries, problems or complaints relating to the Church's Privacy Policy or our information handling practices in general, please contact our Privacy Officer by calling +44 (0) 1603 484630, emailing: office@proclaimers.com or writing to The Privacy Officer, Proclaimers, The Space, Roundtree Way, Norwich NR7 8SQ United Kingdom