



PARCHE

Pastoral Action in Residential
Care Homes for the Elderly

PARCHE
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PARCHE Privacy and Data Use Statement

PARCHE is committed to protecting your privacy and using your data fairly. We retain and process all personal information in accordance with the Data Protection Act 1998 and the General Data Protection Regulations (GDPR). This statement explains how we collect, use and store your personal information and its implications for you. This statement should be read in conjunction with our **terms and conditions**.

Why and How We Collect Information

As Charity, we collect and store your personal data securely on our systems to meet our legal, statutory and contractual obligations and our charitable objectives. This will include recording and fulfilling requests for resources and processing and recording donations. We also use our data to administer membership, fundraise, promote the interests of the charity and maintain our accounts.

The personal data we collect may include name, home address, personal and business emails and telephone numbers, mobile numbers, related church information, denominational affiliation, and bank details for regular payments.

We collect your personal data directly from you through our website and ordering system, and through your phone calls, returned forms, letters and emails. We may collect information that you make available on, for example, Twitter, Facebook, or similar platforms and we may also collect non-personal data such as IP addresses, details of pages visited and files downloaded when you visit our website. We may occasionally collect publicly available information from sources such as Companies House, the Charity Commission, and information published in articles, newspapers or blogs.

It is important to us that all data held is accurate and up to date and therefore, as well as asking you to keep us up to date with any changes which may occur, we will also make every effort to contact you at least annually to check the accuracy of our data.

How We Use Your Personal Data

We take your privacy seriously and do not share or sell your details to other charities, or make it available without your consent, except if required to do so by law. We process your data on the basis of legitimate interest – that is your interest and involvement in our charity. We only keep your data for as long as is necessary for legal or operational needs.

We may use your data to provide you with a personalised service based on your order or giving history, or geographical location, (such as information on a new resource, or an invitation to a local event). We may use your data and occasionally publicly available information to aid our understanding about you so that we can provide you with timely and relevant information

Reg. Charity 1094445

PARCHE is a Church-based Ministry of Christian Teams bringing fellowship, comfort, Bible teaching, Communion and friendship to the Elderly living in Care Homes

Communications by Post

As a general principle we do not communicate by post. However, where we have members unable to receive information by other suitable routes, we may use your data to provide news through the post about our ministry, events and resources and to provide opportunities for you to get involved with our work through prayer, volunteering or giving. We also mail out to Care Homes our Poster for Events throughout the year and occasionally use your data to send packs of Newsletters through to people volunteering to distribute them in their local areas. If you do not wish to receive our contact by post, please let us know by phone, email or letter (see below). All our communications by post offer you the chance to opt-out of receiving that communication in the future.

Electronic Communications

If you order resources, you will receive emails about your order and any gifts you make. You can opt in to receive other email communications (including our quarterly newsletter) during the online order process or through our website. Other than in direct relation to any orders you place, our policy is to email you only if you have indicated to us that you want electronic communication from us, in accordance with the Privacy and Electronic Communication (EC Directive) Regulations 2003. All our emails offer you the chance to decline future emails from that list.

Communications by Telephone

If you order resources or make a donation, and have given us your telephone number, we may contact you by telephone in relation to your order, or for any queries in processing your donation. If you would rather we did not contact you by phone for any other purpose, or you would rather we did not contact you by phone at all, please let us know – see 'How to contact us' below.

Other Uses

We may send your data to agencies to provide mailing and other services, and they are governed by the same privacy rules. We occasionally compare our data with external databases to ensure its accuracy. This may include, but is not limited to, address, updating names and socio-economic data. Your data will always be handled securely. Please let us know if you do not wish us to process your data in this way.

Occasionally, we may employ volunteers to carry out tasks on our behalf and they are bound by their volunteer contract to protect your privacy just as we would ourselves. We may need to pass on your information when required by law or by a regulatory body - such as a Gift Aid audit by HMRC; for PAYE purposes for employees.

Your Rights

It is your right to request access to any of the information that we hold about you. If you would like to see your personal data or believe that it is incorrect or incomplete, please write to us at the address below. We will respond to your request within 28 days of receiving your letter. There is a £10 charge for this service to reflect the time involved.

Security

All personal data which we process is subject to appropriate security measures in order that we can maintain the integrity and confidentiality of the data. This means the implementation of appropriate technical and organisational measures against unauthorised or unlawful processing, and against

accidental loss, destruction, or damage. This is regardless of whether data is in paper or electronic copy and whether stored in the office or other appropriate location.

If our data is accessed by our staff/volunteers using personal equipment, then they are required to make sure that their equipment has the appropriate technical and security measures in place to guarantee the security of the data.

If you think your data has been misused or that we haven't kept it secure, then please contact us, in writing, to the contact details below and we will activate our Breach Process Policy to investigate.

Changes to PARCHEs' Privacy Statement

From time to time, we will make changes to this statement to keep it up to date and in line with current legislation. Please make sure you check regularly to see what has changed.

How to Contact Us

If you have any queries about how your information is handled, or to let us know your preferences, please **email** us at: info@parche.org.uk, **phone** 01323 438527, or **write** to Gail Whittington, Office Manager, at:

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