

## Privacy policy

### 1. Introduction

This privacy policy sets out how Tower of Grace Church of all Nations uses and protects any information that you give when you use this website.

Tower of Grace Church of all Nations is committed to safeguarding the privacy of our website visitors and service users and any personal information received from you. We strictly adhere to the requirements of the data protection legislation in the UK. You may also visit our site anonymously.

This policy applies where we are acting as a data controller with respect to the personal data of our website visitors and service users; in other words, where we determine the purposes and means of the processing of that personal data.

We use cookies on our website. Insofar as those cookies are not strictly necessary for the provision of [our website and services], we will ask you to consent to our use of cookies when you first visit our website.

Our website incorporates privacy controls which affect how we will process your personal data. By using the privacy controls, you can [specify whether you would like to receive direct marketing communications and limit the publication of your information].

In this policy, "we", "us" and "our" refer to Tower of Grace Church of all Nations.

### THE INFORMATION WE COLLECT

We collect information from you when you make any enquiry or register for services on our site, place an order, subscribe to our newsletter, join the Church, visit the Church, fill out a form or make a payment.

When ordering or registering on our site, as appropriate, you may be asked to enter your: full name, email address, postal address, phone number, credit or debit card information. We may also collect other types of personal information during the course of dealing with you, for example, when you register for conferences, programmes or events, and when you participate in Church activities or complete other forms. We may also collect information about your usage of our website such as IP address, geographical location, browser type and version, operating system, website navigation paths, as well as the length of visit, page views, frequency and pattern of your service use, as well as information about you from e-mails or letters you send to us.

### 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 require this information to understand your needs and provide you with a better service. We will not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law. Any of the information we collect from you may be used in the following ways:

To personalize your experience (your information helps us to better respond to your individual needs)

We may process [information that you provide to us for the purpose of

subscribing to our email notifications and/or newsletters

To answer your inquiry by post, telephone, mobile phone, fax as well as email.

To improve our website (we continually strive to improve our website offerings based on the information and feedback we receive from you).

To process transactions

To improve customer service (your information helps us to respond more effectively to your requests and support needs).

To establish and maintain your involvement with the Church, including providing you with regular correspondence.

To register you for events and conferences.

To send periodic promotional emails. The email address you provide may be used to send you information about new events, services or other information which we believe may be of interest to you.

Note: If at any time you would like to unsubscribe from receiving future emails or if we have contacted you in this way without obtaining your prior consent, we will include detailed unsubscribe instructions at the bottom of each email. The information you provide to us will be held on computers in the UK and may be accessed by or given to our staff and associated corporations 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 and debit card payments and provide support services on our behalf. Your personal information will be kept strictly confidential. It is never sold, given away, or shared with anyone, unless we're required to by law.

#### 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.

#### HOW WE PROTECT YOUR INFORMATION

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have implemented suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. We offer the use of a secure server. All supplied sensitive / credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our payment gateway providers'

database only to be accessible by those authorized with special access rights to such systems and are required to keep the information confidential. After a transaction, your private information (credit cards, social security numbers, financials, etc.) will not be kept on file for more than 60 days.

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.

#### COOKIES

Yes (Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the sites or service provider's systems to recognize your browser and capture and remember certain information. Such information will not identify you personally as it is statistical data about our visitors and their use of our site. This statistical data does not identify any personal details whatsoever.

We use cookies to help us remember and process the items in your shopping cart and understand and save your preferences for future visits.

Overall, cookies help us provide you with a better website, by enabling us to monitor website traffic and to personalise the contents 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.

#### LINKS TO OTHER WEBSITES

You might find on our website, links to other websites of interest. You should exercise caution and look at the privacy statement applicable to the website in question. We do not accept any responsibility or liability for any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement.

#### DO WE DISCLOSE ANY INFORMATION TO OUTSIDE PARTIES?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

#### YOUR CONSENT

By using our site, you consent to our websites privacy policy.

#### CHANGES TO OUR PRIVACY POLICY

The Church may amend this Privacy Policy from time to time by having the amended version on our website at [www.tgcan.org](http://www.tgcan.org) We recommend that you check our website from time to time to inform yourself of any changes in this Privacy Policy or any of our

other policies.

This policy was last modified on 18/07/2019

#### CONTACTING US

If you have any questions, queries or problems relating to this privacy Policy or our information handling practices in general, please contact us by calling +44 (0)7462927673, by email [info@tgcan.org](mailto:info@tgcan.org) or by writing to:

Tower of Grace Church of all Nations,  
Potters House,

9 Bruce Grove,  
Tottenham, London N17 9RA