

Lighthouse Christian Books and Café

PRIVACY AND DATA POLICY

Charity No. 1063294

Lighthouse, 13 Bampton Street, Tiverton, Devon, EX16 6AA

Phone Number: 01884 255769

Website: www.lighthouseiverton.org.uk

This privacy policy explains how Lighthouse Christian Books and Café (hereafter referred to as Lighthouse) uses the personal data we collect from you.

What data do we collect?

Lighthouse may collect personal identification information (name, email address, phone number etc.).

How do we collect your data?

You directly provide us with most of the data we collect. We collect data and process data when you:

- Voluntarily complete a form which asks for this information (e.g. donation form, gift aid)
- Send us an email either direct from your account or via the email link on our website

How will we use your data?

Lighthouse collects your data so that we can:

- Respond to your enquiry
- Email you with information that we think you might like (with your consent)
- Set up or maintain a standing order that you have authorised
- Claim Gift Aid in your name from HMRC that you have consented to

How do we store your data?

Lighthouse securely stores your data either on our computer and backed-up securely on the cloud, or in a physical folder which is kept in the office at Lighthouse (locked when no member of staff is present), or kept at the home/s of one of our trustees. Other information passed to our email address is kept securely on the cloud, accessed only by our email password which is known only by staff members, trustees, or others who have been specifically appointed by the trustees to manage our account.

We will keep your personal data for only as long as it is required, up to a maximum of 10 years. Once this time period has expired, we will delete your data by removing any trace of it – both digitally and physically – from our records unless you have consented to its ongoing storage either explicitly in writing or through the continuance of a standing order.

Marketing

We may, on occasion, like to send you information in the form of a Newsletter or email about our activities, products or services that we think you may be interested in. If you have agreed to receive such information from us, you may always opt out at a later date.

You have the right at any time to stop Lighthouse from contacting you for marketing purposes or giving your data to other members of our organisation.

What are your data protection rights?

We would like to make sure you are fully aware of all of your data protection rights under the General data Protection Regulations. Every user is entitled to the following:

- **The right to access:**
You have the right to request Lighthouse for copies of your personal data. We reserve our right to charge you a small fee for this service.
- **The right to rectification:**
You have the right to request that Lighthouse correct any information you believe is inaccurate. You also have the right to request Lighthouse to complete information you believe is incomplete.
- **The right to erasure:**
You have the right to request that Lighthouse erase your personal data, under certain conditions.
- **The right to restrict processing:**
You have the right to request that Lighthouse restrict the processing of your personal data, under certain conditions.
- **The right to data portability:**
You have the right to request that Lighthouse transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us

- by email: office@lighthousetiverton.org.uk,
- by phone: 01884 255769,
- or write to us at: Lighthouse, 13 Bampton Street, Tiverton, Devon, EX16 6AA

Cookies?

Cookies are text files placed on your computer by website owners when you visit their website to collect standard internet log information and visitor behaviour information. We do not use cookies and therefore do not collect any information about you when you log into our website

Changes to our privacy policy

Lighthouse keeps this privacy policy under regular review every few years or more often as required and updates it accordingly. This privacy policy was last updated on 5th January, 2021.

How to contact us

If you have any questions about Lighthouse's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

- by email: office@lighthousetiverton.org.uk,
- by phone: 01884 255769,
- or write to us at: Lighthouse, 13 Bampton Street, Tiverton, Devon, EX16 6AA

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Lighthouse has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office (ICO). The ICO's address is:

Information Commissioner's Office
 Wycliffe House
 Water Lane
 Wilmslow
 Cheshire
 SK9 5AF
 Helpline number: 0303 123 1113
 (www.ico.org.uk).