



PRIVACY NOTICE

This Privacy Notice explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we will store and handle that data.

Word of Hope Ministries is committed to protecting and respecting your privacy.

WHAT PERSONAL DATA DO WE COLLECT?

We only ever collect the information we need or which you agree we can collect. This includes personal information that can be used to identify you, such as your:

- Name
- E-mail address
- Postal address
- Telephone number

HOW DO YOU COLLECT MY PERSONAL DATA?

We collect your personal information in the following ways:

Information that you give us directly

We collect this information in connection with specific activities. For example, when you use our websites or printed forms or telephone our offices to, among other things:

- Order a resource
- Register for an event
- Engage with us on social media or our website
- Sign up for our e-mail newsletter

N.B. You do not have to disclose any of this information to browse our website. However, if you choose to withhold requested information, we may not be able to provide you with certain services.

Information that we collect from your use of our websites

Website usage information is collected using cookies. This helps us to see how many people use our websites, how many people visit on a regular basis and how frequently visited individual pages are.

Cookies are also essential to our websites running correctly and delivering goods and services to users.

HOW DO YOU USE MY PERSONAL DATA?

We use the data we collect about you to help us to fulfil our charitable objectives. This includes using your information, among other things:

- To fulfil your enquiries or requests
- To process donations, orders and event bookings
- To communicate with our supporters and those who engage with us
- For administration purposes
- For internal record keeping, such as the management of feedback or complaints
- To notify you about changes to our services
- To evaluate and improve the services we offer
- To evaluate the use of our websites and ensure their content is presented in the most effective manner for you and your device

We use a third party provider, Mail Chimp, to deliver our e-newsletters and other information about Word of Hope Ministries. We gather statistics around email opening and clicks using industry standard technologies including clear gifs to help us monitor and improve our communications. Mailchimp hold only your name and email address and you can unsubscribe from our mailing list at anytime by using the unsubscribe link at the bottom of any email received via Mail Chimp. MailChimp is based in the US and is certified under the EU-US Privacy Shield Network. When you sign up to our emailing list, you agree to your information being shared with Mail Chimp in this way. For more information please see [MailChimp's Privacy Policy](#).

We will not sell or give your data to third parties unless we are required to do so because of a legal requirement.

WHAT ARE MY RIGHTS?

From May 25th 2018, you have the right to:

1. be informed

- We will inform you about our data processing in a privacy notice where relevant

- We will be transparent about how we use your personal data

2. have access to your information

- You can obtain access to your personal data

3. to rectify your information

- You can request that your personal data be rectified (for example, if it is inaccurate or incomplete)

4. to have your information erased

- At any time you can unsubscribe by clicking on the link "Unsubscribe" located in the footer of every e-mail you receive from us via "MailChimp". Subscribers can also contact Word of Hope Ministries by telephone or email to request changes to the details we hold, or ask to be unsubscribed. Once someone unsubscribes from our communications, we delete all contact information held about them in accordance with our procedures.

5. to restrict your processing

6. to data portability

7. to object

8. not be subject to automated decision-making including profiling

If you want to request information about our privacy policy you can email us at contact@word-of-hope.net, or write to:

Word of Hope Ministries
22, New Street
OL16 3PQ
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