

## Appendix N:

### CPC Governance: Website Policy

V1, July 2017

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#### N1 Purpose

This policy governs City Praise Centre’s digital data relationship with people. Use of our websites denotes acceptance of this policy and these terms and conditions. City Praise Centre (the Church) takes privacy very seriously.

The Church has adopted this policy in recognition of peoples right to keep their personal information private. This policy covers the Church’s treatment of personally identifiable information that we collect or hold.

#### N2 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.

When you visit this website a record of your visit is logged. The following data is supplied by your browser:

- Your IP address and/or domain name;
- Your operating system (type of browser and platform);
- The date, time and length of your visit to the website; and
- The resources you accessed and the documents you downloaded.

From time to time, this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s). Our privacy policy does not apply to external links or other websites. The operators of other websites may collect your personal information. We encourage you to read the privacy policies of any website you link to from our website.

### **N3 Collection of Information**

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, letters you send to us, phone calls, via social media and other contact.

### **N4 Use of 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 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:

- to keep you informed by text and/or email as to church services, activities and conferences;
- to establish and maintain your involvement with the Church, including providing you with regular correspondence;
- to provide the products or services you have requested from the Church;
- to answer your inquiry by email, post, telephone, mobile phone and fax;
- to register you for events, conferences;
- to assist us to make the Church's sites, services and products more valuable to our community;
- 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;
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- 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;
- to assist the Church and Senior Management with management of issues relating to the Church and;
- to enable the Senior Pastors of City Praise Centre and the staff of the Church to occasionally personally and directly communicate with you.

The information you provide to us will be held securely on computers and may be accessed by or given to our staff for the purposes set out in this policy or for other purposes approved by you. Those parties may process information, fulfil and deliver orders, process credit card payments and provide support services on our behalf. We do not intend to or currently store online financial details (credit or debit card numbers) obtained through online transactions. We do not store details online nor do we pass any information to third parties, except where we are legally required to do so, to assist fraud reduction, or to provide a service requested and minimise credit risks.

Our IT systems are password protected and comply with applicable security standards. Only authorised personnel are permitted to access these details. It is our policy to:

- permanently de-identify personal information where reasonable and possible; and
- destroy personal information once there is no longer a legal or business need for us to retain it.

## **N5 Sensitive Information**

The Church may collect and store sensitive personal information such as health information, religious information (church attendance) when you and/or your family attend, register for church events and conferences.

Your personal information will be kept strictly confidential. It is never sold, given away, or otherwise shared with anyone, unless required, by law.

## **N6 Access to Information**

We undertake to provide access to information stored about you at your request following data protection guidelines, this will happen in accordance with section 'H6 Subject Access' of our Data Protection Policy.

If you are concerned about how we have collected or managed your personal information we request you contact us by email at [office@citypraisecentre.com](mailto:office@citypraisecentre.com) We may request further information from you about your complaint and the reasons behind it.

## N7 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, held electronically, 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. For more information regarding data security our see section 'H4 Security' of our Data Protection Policy.