



CSLI (Belfast)

Information and Communications Policy

Privacy Policy

I. Our policy in brief

It's important that you read the full policy to understand what information we hold, how we may use it, and what your rights are. Here is a quick summary:

- We collect information that is **personal data**. Personal data is information that can be used to help identify an individual, such as name, address, phone number, email address, IP addresses or website pages accessed.
- We collect information about everyone who engages with the organisation. This could be supporters, enquirers, applicants, those who participate in our programmes or events, donors, volunteers, freelancers, employees or directors.
- We collect information to provide services, to provide information, to fundraise for our work, to resource our activities and fulfil our charitable objectives and for administration. This information may also be used for research, profiling, analysis, and for the prevention or detection of crime.
- We only collect the information that we need or that you agree we can collect.
- We do our best to keep personal information secure wherever we collect personal data online.
- We never sell your data and we will never share it with another company or charity for their own purposes without your specific consent.
- We only share data where we are required by law or with carefully selected CSLI affiliates who work for us.
- Our websites use cookies.

These are the key points of the privacy policy. You will find below the policy in more detail. It applies to all the websites we operate, our use of emails, social media and postal mailings for marketing purposes, and any other methods we use for collecting information. **It covers what we collect and why, what we do with the information, what we won't do with the information, and what rights you have.**

II. What information we collect and from where

- We only collect the information that we need to help to deliver and improve our services or which you agree we can collect.
- The personal data we collect is any information that can be used to identify you; it can include for example, your name, postal address, email, telephone number along with your whether or not you are a tax payer so that we can claim Gift Aid on any donations you make. You do not have to disclose this information but if you withhold requested information, we may not be able to enrol you on the programme in which you are interested.
- We retain information as to whether or not you are a tax payer, if you choose to give us that information, so that we can claim Gift Aid on any donations you make.
- We collect the information when you enrol on the Fellows Programme or participate in specific events that we run or when you make a donation or when you enquire about a programme or event.
- We may receive information about you from third parties, for example, a friend who wants to send you information or book an event in your name.

III. The legal basis for collecting and using data

- First and foremost we comply with our legal obligations as the basis for processing any legally held data.
- When you sign up for a course or event we use this as the basis for processing your application and for sending you information about that course or event or related ones.
- We balance the legitimate interests of CSLI (Belfast) against your rights and freedoms and have due regard to your reasonable expectations about the use of your data.

IV. Who has access to the data?



- The City Director and Programme Co-ordinator have access to the data plus other members of the Board of Directors as their responsibilities require.
- Your application form is shared with at least one member of the Board, prior to interview and subsequently with your mentor.
- Your name and contact details are also shared with our finance staff and volunteers at the discretion of the Board of Directors.

V. How do we store it and keep it safe?

- We place a high level of importance on the security of all personal data associated with those who participate in our activities or contribute to the organisation.
- Information is stored on the organisation's computer, on an external hard drive and on the Cloud; some may be retained on paper files.
- Information is password protected or secured via locked filing cabinets and accessed only by authorised personnel.
- While we cannot ensure or guarantee that loss or misuse or alteration of data will not occur while it is under our control, we use our reasonable efforts to try to prevent this.

VI. Do we share your information ?

- Your contact details and application form are shared with your mentor.
- It is for you to share, as you wish, your contact details with those in your triplet or your discussion group or other course participants.
- We do not share your personal information with other organisations. We are, however, under a duty to disclose your personal information in order to comply with any legal obligations or to protect the organisation.

VII. For how long do we keep your data?

- We retain your information for a period of seven years.

VIII. Our links with our parent organisation in the United States



- We share a website with our parent body and use same administrative software. In addition to our Memorandum of Understanding with them, we have a contractual arrangement that governs their use of our data in line with this policy

IX. What are your rights?

The General Data Protection Regulation give you certain rights over your data and how we use it. You have the right to:

- request a copy of the information we hold about you and details of what we do with that information
- update or amend the information we hold about you if it is wrong
- change your communication preferences at any time
- withdraw your consent to use of your personal information where we are relying on consent as the legal ground for processing it
- ask us to remove your personal information from our records
- ask us to restrict the processing of your personal information
- obtain a portable copy of certain personal information where this is processed automatically
- object to the processing of your information for marketing purposes or profiling
- raise a concern or complaint about the way in which your information is being used
- ask us to explain any automated processing or profiling we carry out and the impact of this on you

X. Links to other websites

- Our website is embedded within the website of CSLI (www.cslewisinstitute.org) and contains links to other websites belonging to third parties; we sometimes choose to participate in social networking sites such as Facebook, Instagram and You Tube. We may also include content from these other websites on our website. However we do not have any control of the privacy practices of these other websites.

XI Complaints, compliments or comments



- We welcome your views on what we do well. Your comments enable us as an organisation to learn and continuously improve our services. You can get in touch with us here:

s.horner@cslewisinstitute.org

The postal address for CSLI (Belfast) Ltd is Centre Point, 24 Ormeau Avenue, Belfast, BT2 8HS

- If you are unhappy with our work or something that we have done or failed to do, we want to know about it. If you have a complaint, please make contact, in the first instance, with the City Director at one of the addresses above. In the event of the complaint being against the City Director or a resolution not being reached, the complaint should be forwarded in writing to the Chair of the Board of Directors at the postal address above. Should that not lead to a resolution, the complaint should be escalated to the President of the CSL Institute in Washington or to the NI Ombudsman.
- If you wish to raise a data protection concern or complaint with a supervisory body, you can address a complaint to the Information Commissioner's Office with which CSLI (Belfast) is registered. For more information, visit www.ico.org.uk.

XIII How is the Charity Governed?

- The charity is a company limited by guarantee (Company Number 645319; charity number 108479) The Board of Directors consists of between 5 and 8 persons who affirm the CS Lewis Institute Statements of Faith and Community Life and who reflect a broad range of skills and experience. The Board meets at least four times a year.
- The Directors are also the members of the company. At the Annual General Meeting the chairman of the Board of Directors and the Treasurer are elected.
- The Board has in place appropriate processes for its renewal, monitoring its effectiveness and risk assessment for the charity.
- Further details are contained in the company's Articles of Association available from Companies House.



- The City Director can be contacted at:
s.horner@cslewisinstitute.org
- Profiles of Directors: these are available on the CSLI (Belfast) section of the CSLI website

XIV Marketing and Promotion

- We use social media to promote our events and we maintain our section of the CSLI corporate website. Our use of both these platforms complies with this policy.

And finally

- We keep this policy under regular review. If we make any significant changes in the way in which we treat your personal information, we will make this clear on our website or by contacting you directly. The changes themselves will be noted here.

SEPTEMBER 2024