

## Privacy Policy

2023

### Privacy Principles

We will look after any personal information that you share with us. This is central to our values as an organisation. We want everyone who supports us, or comes to us for support, to feel confident about how any personal information they share will be looked after or used.

You can be confident that:

- We only use personal information in the ways we need to and that are expected of us
- We will make it easy for you to tell us how you want us to communicate with you, including how to opt out of future communications – and your request will be respected straight away
- If you are happy for us to communicate with you, we will keep you up to date with our work, including how we are working to promote and enhance clergy health and wellbeing and our fundraising activities
- We will never release your information to organisations outside St Luke's for their marketing purposes
- We will be especially careful and sensitive when engaging with vulnerable people or those we have reason to believe might be vulnerable
- We take all reasonable care to safeguard your personal information through secure business procedures
- We will always provide easy ways for you to contact us. Our Chief Executive is happy to answer any queries you have, at any time.

### Our Policy

#### 1. How we collect personal information about you

We may collect personal information from you when you interact with St Luke's. There are many occasions when this could happen. For example: if you enquire about our activities, make a donation to us, ask a question about our services, take up an aspect of our services, apply for a job or volunteering opportunity, if you choose to provide some feedback or otherwise provide us with personal information. This may be when you phone us, go onto our website, through the post, or in person.

#### 2. What information do we collect?

The personal information we collect might include your contact details such as name, date of birth, email address, postal address, telephone number and credit/debit card details (if you are making a donation or making a contribution towards the costs of treatment), as well as information you provide in any correspondence between us.

We may also collect health information if you are a patient or tell us about your experience or the experiences of a friend or relative; however, you can decide whether you want to remain anonymous or if you are happy to share your personal details.

We also gather general information about the use of our website, such as which pages users visit most often and which services, events or facilities are of most interest.

We may also track which pages users visit when they click on links in St Luke's emails. We may use this information to personalise the way our website is presented when users visit, to make improvements to our website and to ensure we provide the best service for users. Wherever possible we use aggregated or anonymous information which does not identify individual visitors to our website.

### 3. How do we use personal information?

We may use your personal information to:

- Provide you with the advice and support you have requested

*This could be over the telephone, through our publications, through becoming a patient of St Luke's, or accessing other services.*

- Provide or administer activities relating to all our services

*For example updating you with important messages, to help us identify you when you contact us, and help us to properly maintain our records.*

- Improve your experience with us

*We may use your information to enhance the service that we provide, to fulfil your Gift Aid declarations, to improve our information and communications, or to personalise the website to better suit your needs.*

- Provide you with information about our plans

*This may be letting you know about new or enhanced services that we hope will be useful and interesting to you and may include fundraising updates. We will only do this either with your consent, where we need to fulfil a contract or service with you, or where we believe you will expect to be updated and contacted by us. You can of course ask us at any time to change how we contact you - simply contact [enquiries@stlukesforclergy.org.uk](mailto:enquiries@stlukesforclergy.org.uk).*

- Analyse the personal information we collect about you

*This could be done so that we can better understand our supporters, their preferences and needs and important trends. This may mean looking at all the interactions you have with us so we can aim to offer you the right information at the right time, including financial interactions, so we can ensure we thank you appropriately and perhaps to ask you for an appropriate level of support.*

*It may also mean using external sources of information about you, the area where you live, or people like you, so we can better inform how we talk to you about our work. We believe this enables us to offer you more appropriate services and communications, but you can opt out of this activity at any time. To do this please email 'enquiries@stlukesforclergy.org.uk' with the subject line 'Please stop analysis of my data'.*

We may need to disclose your information if required to do so by law (for example, to comply with applicable laws, regulations and codes of practice or in response to a valid request from a competent authority); or in order to enforce our agreements.

To do some of this, St Luke's may share your information with our trusted partners and suppliers, but always under our instruction, and never for their marketing approaches. We ensure that they store the data securely and delete it when it is no longer needed.



A special note about the Sensitive Personal Information we hold:

If you contact us at St Luke's through a phone call or an email, you may choose to provide details of a sensitive nature. We only use this information for the purposes of dealing with your enquiry and quality monitoring or evaluating the services we provide.

We will not pass on your details to anyone else without your express permission except in exceptional circumstances. Examples might include anyone reporting serious self-harm or posing a threat to others; or children contacting us and sharing serious issues.

If you provide us with any Sensitive Personal Data by telephone, email or by other means, we will treat that information with extra care and always in accordance with this Privacy Policy.

Your personal information and details of the enquiries received are stored on a secure database for no longer than is necessary for the purposes of its use. We carry out periodic deletion of data whose retention period has expired and/or when there is no longer a need to continue holding such data.

#### **4. Your choices**

We would like to keep all our valued supporters up to date with our progress, for example to update you on what we are doing and invite you to support us. Where we can, we would like to keep in touch with you (by post, phone, email, text and other electronic means) about our progress and how you can continue to help us to enhance clergy wellbeing.

Please be reassured that respect lies at the heart of everything our committed staff and volunteers do: we respect any information that you share with us and you can change your mind and remove or add your consent at any time, by simply contacting us on [enquiries@stlukesforclergy.org.uk](mailto:enquiries@stlukesforclergy.org.uk).

#### **5. Who sees your personal information?**

The personal information we collect about you will be used by our staff (and volunteers) so that they can support you; also by a few selected organisations that work with us or on our behalf to deliver our services and possibly to legal and regulatory authorities if required to do so by law. We will never sell or share your personal information with organisations so that they can contact you for any marketing activities. Nor do we sell any information about your web browsing activity.

#### **6. Your information security**

We take the security of your personal information extremely seriously. We have implemented appropriate physical, technical and organisational measures to protect the personal information we have under our control, both on- and off-line, from improper access, use, alteration, destruction and loss. We only keep it as long as is reasonable and necessary, which may be to fulfil statutory obligations.

Here are some of the ways we protect your personal information:

Offline, your personal information is kept securely in our office, or at home by our home-working Medical Secretary and, where relevant, by our partner companies and organisations.

Our website may contain links to other sites. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites. Please be aware that websites that have links on

our site may collect personally identifiable information about you. This privacy statement does not cover the information practices of those websites.

## 7. Your communication with St Luke's

Your communications with St Luke's (including by telephone or email) may be monitored and/or recorded for training, quality control and compliance purposes to ensure that we continually improve our customer service standards.

St Luke's is committed to protecting your personal information and to reassure you that you have control over the information we store about you and what types of information you would like to receive from us.

For further information about our privacy practices, please contact our Data Protection Officer by:

Writing: St Luke's, Room 201 Church House, Great Smith Street, London, SW1P 3AZ

Email: [enquiries@stlukesforclergy.org.uk](mailto:enquiries@stlukesforclergy.org.uk)

Tel: 020 4546 7000

## 8. How to update or access your personal information

You may ask us at any time to update your details or correct or remove information you think is inaccurate by:

Writing: St Luke's, Room 201 Church House, Great Smith Street, London, SW1P 3AZ

Email: [enquiries@stlukesforclergy.org.uk](mailto:enquiries@stlukesforclergy.org.uk)

Tel: 020 4546 7000

You also have a right to know what personal information St Luke's holds about you. To request a copy of your personal information we hold, contact us by:

Writing: St Luke's, Room 201 Church House, Great Smith Street, London, SW1P 3AZ

Email: [enquiries@stlukesforclergy.org.uk](mailto:enquiries@stlukesforclergy.org.uk)

Tel: 020 4546 7000

## 9. Changes to our Privacy Policy

Our Privacy Policy is reviewed regularly to ensure that it reflects how we use your information. Any changes will be notified to you by updating this policy so please check this Policy to see if any changes have been made that are important to you. Where appropriate, changes will be notified to you by email.

## Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Trustees.

## Review

This Policy will be reviewed at least every three years by the Trustees; more often if concerns arise.

Approved by the Trustees

Signed   
Chairman

Date 20.3.23

Noted by the Board  
20th March 2023

Reference Minute 13