

Discovery Ministries Ltd Privacy Notice

Discovery Ministries understands that the privacy and security of your personal information is extremely important. Because of that, this notice sets out what we do with your information and what we do to keep it secure. It also explains where and how we collect your personal information, as well as your rights over any personal information we hold about you.

This notice applies to you if you use our services over the telephone, by email or by using our website.

LEGAL Basis for Processing Data

The legal basis for processing personal data is broken down into six categories:

- Consent
- Necessary in relation to a contract
- Legal obligation
- To Protect the individual's 'vital interests' (this is only used in matters of life or death)
- Administering justice or for exercising statutory, governmental or other public functions
- Legitimate Interests

Discovery Ministries Ltd has carried out a Legitimate Interests Assessment (LIA). The LIA is based on a three-part test:

- Purpose (Identify the legitimate interest)
- Necessity (Is processing in this way necessary?)
- Balance (Consider the individual's interests)

Based on the outcome of the LIA we believe the purpose, nature and context of the data we collect/retain is justified by 'legitimate interest'.

We use 'legitimate Interest' as our legal basis for processing data because otherwise it would not be possible to maintain the relationship we have with those who contact us.

What Information Do We Collect?

We may collect/retain personal information from you during the course of your contact with us. This might include:

- Your name, address, telephone number, email address and any feedback you give to us.
- Information about any previous contact that we have had with you.
- Details of the emails and other electronic communications you receive from us.

What Do We Do With Your Information?

The information we collect may be used to:

- Make our services available to you.
- Process your enquiries or purchases and other related correspondence.
- Provide statistical analysis.
- Help answer your questions and solve any issues you have.

If you identify yourself by sending an e-mail containing personal information requesting a response from us, we will use this information solely for responding to such requests.

Who We Might Share Your Information With

The information you supply to us is shared with staff and directors to enable them to consider the appropriate response, or to answer your question(s), or to send music, studies or services you wish to purchase.

We may be required to transfer personal information in certain scenarios. For example:

- If required to by law, under any code of practice by which we are bound, or we are asked to do so by a public or regulatory authority such as the Police or the Department for Work and Pensions.
- If we need to do so in order to exercise or protect our legal rights, users, systems and services.
- In response to requests from individuals (or their representatives) seeking to protect their legal rights or the rights of others.

Excluding these scenarios, any personal data supplied will only be used for the purpose of normal data processing in the exercise of our business purposes and will not be disclosed to any external sources other than our auditors, without your express written permission.

How Long Do We Keep Your Information?

Correspondence will be held in a secure environment for a minimum three-year period, unless you specifically request us to delete it. After three years, if there has been no subsequent correspondence with you, we will delete the correspondence and associated personal information.

Whilst we have ongoing correspondence with you, we will retain a record of your personal information.

We will always retain your personal information in accordance with law and regulation and our Data Retention Policy.

How You Can Access The Information We Hold About You

You have the right to access the personal information that we hold about you in many circumstances. This is called a 'Subject Access Request'. If we agree that we are obliged to provide personal information to you, or someone else on your behalf, we will provide it to you or them free of charge.

Before providing personal information to you or another person on your behalf, we may ask for proof of identity and sufficient information about your interactions with us that we can locate your personal information.

If any of the personal information we hold about you is inaccurate or out of date, you may ask us to correct it. You have the right to object to us processing your personal information if we are not entitled to use it any more, to have your information deleted if we are keeping it too long, or to have its processing restricted in certain circumstances.

If you would like to exercise these rights, please contact us:

By Post: Discovery Ministries Ltd, 40 Chapel Road, Pawlett, Bridgwater, Somerset, TA6 4SH

By Email: info@DiscoveryMinistries.co.uk

Security

We take security measures to protect your information including:

- Limiting access to our buildings to those whom we believe are entitled to be there (by use of door entry security).
- Implementing access controls to our information technology, such as encrypted computers, firewalls and ID verification.
- A secured locked filing system for information supplied in paper format.

Please note that we cannot guarantee the security of any email provider or other online service which is not managed by us which you use to transfer data to us.

Website

Our website may contain links to other websites. This privacy notice only applies to our website. If you link to other websites, you should read their own privacy notices.

We do not run any analytics from our website.

Changes to our Privacy Notice

We keep our Privacy Notice under regular review and we will place any updates on our website.

This privacy policy was last updated on 19th February 2024