



# OPEN Privacy Statement

This is the website of OPEN, an initiative of CARE (Christian Action Research & Education) Ltd, a national UK charity.

CARE's head office postal address is:

53 Romney Street

Westminster

London

SW1P 3RF

You can also contact us via email [open@care.org.uk](mailto:open@care.org.uk) – and telephone on 020 7227 4709.

## **Collecting personal information online**

We only collect and store the personal information that you give to us when subscribing to our electronic or postal mailings, contacting us via our website contact forms, or making a donation or payment.

Your personal information is stored securely on our supporter database, which is not accessible by anyone outside of CARE. We do not share your data with external organisations for their own marketing purposes.



## **Online subscriptions**

We want to send you mailings and resources that are relevant to you. We hope that they will inspire and encourage you, keep you informed about key events and equip you to respond effectively both individually and as part of your church.

CARE and OPEN provide a range of mailings including prayer resources, parliamentary news and opportunities for action, events invitations and Christian insights into issues of human dignity. Our subscribe form allows you to choose the kinds of mailings you would like to receive from us and whether you would like to receive them via post and/or email.

We may need to contact you from time to time for administrative purposes and for that reason we ask for an email address or contact telephone number. For example, if the postal service returns your postal mailing to us because you have moved house, we may contact you via your email address or telephone number to find out whether you would like to continue to receive mailings at your new address.

You can view and change your mailings preferences or unsubscribe any time by emailing [open@care.org.uk](mailto:open@care.org.uk) or by telephoning our Supporter Relations Team on 020 7233 0455. You can also use the unsubscribe link in the footer of our supporter emails.

## **Third parties**

We use our trusted external printing house and mailing house to print, assemble and send our postal mailings. If you have subscribed to postal mailings, we will share your contact information via a secure method with these trusted suppliers in order to fulfil your mailing request. They will store your data temporarily on their own server until your mailing has been sent; your data will then be removed from their server.

We use the secure email client Mailchimp to distribute our general supporter emails. This is only accessible by a select number of CARE staff. If you subscribe to our supporter emails, your name and email address will be stored securely on the Mailchimp email server within your



chosen mailing lists. If you unsubscribe or change your email preferences, your record on our supporter database and the Mailchimp server will be amended accordingly. We conduct a weekly audit of our email lists on Mailchimp and delete those which are no longer required in accordance with the Data Protection Act 2018.

### **Website donations**

OPEN is an initiative of CARE, a registered UK charity. CARE's charity number is 1066963 and their Scottish charity number is SC038911. Supporters fund CARE's ministry and we are so grateful for their generosity, which enables us to continue to make a Christian difference.

Our supporters can donate to OPEN via the CARE website at [care.org.uk/giving](https://care.org.uk/giving), where they can choose to make a one-off gift or to give regularly to the ministry via Direct Debit.

The security of your credit/debit card and bank information is of the utmost importance to us. For that reason, we do not store any of this information on our website server after your session has ended.

Our one-off credit and debit card donations are processed through the secure payment portal Stripe. We receive a notification of your donation amount and contact details in order to record your donation on our supporter database and to thank you for your gift. We do not collect or store your credit/debit card information from your web donation, which is securely stored and then destroyed by Stripe after your donation has been processed.

The information collected via the Direct Debit form on our website is transmitted to our secure server, only accessible by the CARE Supporter Relations Team for the purpose of setting up your Direct Debit and providing you with written confirmation. Once your Direct Debit has been set up, your bank account information is destroyed from our secure server and is not held on our supporter database.



Any contact information collected on our online donations forms may be used to contact you for administrative purposes relating to your donation. You will only receive general CARE and OPEN mailings if you have subscribed to them.

We keep a record of supporter donation history and Gift Aid declarations on our secure supporter database, which is only accessible by CARE staff. We conduct an annual audit of our supporter data and archive or securely destroy data, which is no longer required, in accordance with the Data Protection Act 2018.

## **Cookies**

When you browse our website, [weareopen.org.uk](http://weareopen.org.uk) and [care.org.uk](http://care.org.uk) do not collect personal information about you. We only obtain your personal information when you give it to us and we never pass on this information to any third party persons, companies or other organisations for their marketing purposes.

We use traffic log cookies to identify which webpages are being used. This helps us to analyse data about web page traffic and improve our website in order to tailor it to the needs of those who visit it. We only use this information for statistical analysis purposes and then the data is removed from the system.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## **Links to other websites**

We are not responsible for and accept no liability for the content or privacy practices of any linked website that OPEN or CARE do not own and maintain. We encourage our users to be



aware when they leave our website and to read the privacy statements of every website that collects personal information about them.

### **Offline data collection**

We recognise that some of our supporters prefer to connect with us offline rather than via our website. For this reason, we provide ways for our supporters to subscribe, donate offline. We can collect personal information relating to these activities over the telephone, via a completed form enclosed in one of our postal mailings, or in person at an OPEN supporter event or speaking engagement.

Once received, our Supporter Relations Team process the information in our London office, storing personal information securely on our supporter database and then confidentially disposing of any physical forms once the request or donation has been processed.

### **Telephone**

CARE's Supporter Relations Team can handle requests to subscribe and change mailing preferences over the phone. They can also process orders for resources, take credit/debit card donations and setup/adjust Direct Debit requests and Gift Aid declarations in this way. You can telephone them on 020 7233 0455.

Credit/debit card payments taken over the telephone are processed in CARE's office on our own card machine; no credit/debit card information is stored by CARE electronically and we are PCI compliant. When you provide personal information to the Supporter Relations Team over the telephone, you are consenting to them collecting, securely storing and using that data in line with the Data Protection Act 2018.

If you give regularly to CARE, a member of the Supporter Relations Team may telephone you occasionally to thank you for your support. They will never telephone you to fundraise.



## **Post**

Some of our supporters choose to donate to CARE's ministry or to order resources in response to a mailing they have received. Donations are received via post including cheque, cash, charity vouchers and credit/debit card donations, as well as completed Direct Debit Mandates. CARE collect data from completed donation forms sent in via their Freepost addressed envelopes at their head office. They do not collect credit/debit card security codes on these forms.

Once received, CARE's Supporter Relations Team process the donations in their London office, storing personal information securely on our supporter database and then confidentially disposing of the physical forms once the donation has been processed.

If you have provided a telephone number or email address on your donation form, we will use this information to contact you if we have a query regarding your donation, for example if the information you have provided is incomplete or there is an issue in processing your donation. If we have your postal address, we will send you a thank you letter, unless we are notified by you not to do so.

## **Events and speaking engagements**

We greatly value the opportunity to meet our supporters face-to-face, to inspire and encourage them, to keep them informed of key events and to equip them to respond effectively.

Those attending our events or speaking engagements receive the opportunity to subscribe to OPEN and CARE mailings and to contribute a one-off or regular donation to support our ministry. Visitors to our events often prefer to complete a physical form during the event to subscribe or donate, rather than visit our website to do so. We do not collect credit/debit card security codes on forms to process card donations. These forms are collected and forwarded to CARE's London head office, where the Supporter Relations Team process the subscriptions and donations in the usual way, in line with the requirements of the Data Protection Act 2018.



### **Written information from retreats**

Should you attend one of our healing retreats, the facilitators may choose to take written notes for use within the sessions. If this is the case, any written information will be kept confidential and only used to provide the requested service. It will not be disclosed to any other third party without your prior permission or unless we are required to do so by law.