



## Privacy Notice

### WHO WE ARE

Mercy Isle of Man is a charity that exists to see every Christian navigate their lives from a place of freedom, wholeness and understanding. We do this by offering services including pastoral support for churches, discipleship resources and training and pre and post care support for those wishing to utilise the services of Mercy UK Residential Programme. This privacy notice explains how we use any personal information we collect about you.

At Mercy Isle of Man, we value the personal information you share with us, and take seriously our legal responsibility to protect your information and provide you with information about the rights you have. As we control how the information we collect will be used, the law refers to us as a “data controller”. Our registered address is Cair Vie, 6 Royal Park, Ramsey, Isle of Man, IM8 3UF.

### COLLECTION AND USE OF PERSONAL DATA

We collect information about you when you enquire about using any of our services, as part of us providing you with our service(s), or when you register an interest in supporting us. We may also receive information about you from another person. Website usage information is collected using cookies. We also use cookies from third-party partners such as Google, Facebook for marketing purposes.

- We mainly use your personal information to provide our services to you, to meet our legal obligations, and to help improve our interests.
- We only want to hold as much personal information as we need to do the above.
- We want our personal information relationship to be reciprocal where we both benefit, not an exploitative one.
- Where we share your data, we only do so with organisations who have a right to see it and who will use it fairly.
- We take security seriously.
- You can contact us at any time about anything relating to this notice or the information we hold about you.

### Why do we ask for your personal information?

#### Where we have your consent

We rely on your consent if you have called our pastoral support service, we may use your information to remain in contact with you for support and to record your ongoing progress.

If you attend one of our events, we may take a photo or video of you.

If you ask us to pray for you, we may ask if we can share this information with our team. If you share your testimony with us, we may ask if we can share this information with our team or use it in our marketing activities.

You can choose to withdraw your consent at any time and when this happens we will respect your choice.

### **Where we need your information to do what we've promised**

For example, if you are preparing to stay in Mercy UK's residential home, we need a lot of information to help us understand your needs to ensure we have the appropriate support in place for the duration of your time with them.

### **To protect your vital interests**

If we believe that your life is at risk, we may attempt to contact you or share your personal information with your next of kin, a health professional or emergency services.

### **Where we need your information to help us get better at everything we do**

These are the things we consider to be our legitimate interests:

- Developing an understanding of the needs of our service users. For example, we'll track activity on our website using cookies to understand the pages people visit so we can offer the best layout of our site. Sometimes we'll contact you to seek feedback on a product or service you've requested.
- To send you updates about our work, and to thank you for your support. We may also use your information to invite you to events.
- Information that can help us improve the services we offer. For example, it's really useful for us to look at large sets of data to understand how effective our training events are.
- If you are one of our 'treasure builders', we may send you updates about our work so that you can be confident we're doing a good job of stewarding the money you donate to us. We may also ask you if you would be able to increase your support.
- To give you a better and more personalised experience (this is sometimes referred to as 'profiling'). For example, when we're running a training event, you might receive an invitation if you live in the Isle of Man.
- Communicating with you about the products and services we're providing to you. We may use your personal details to send you things we think you need to know about and things we are obliged to send you legally.
- Promoting, marketing and advertising our products and services. For example, we might look at a combination of your personal information to try and determine what kind of information our supporters are most interested in - although we'd never send you marketing emails unless you'd asked us to.
- Preventing and detecting crime. For example, if you tell us something which we think may mean the safety or wellbeing of another person is at risk, we may ask you for more information to help us work out whether the law requires us to pass the information on to a safeguarding authority.
- Dealing with any legal claims.

If we're using your personal information in the above ways, we really understand that your data has a value and therefore we try to use it for everyone's benefit. We also try really hard to ensure there will be little or no negative impact on you. This is part of our commitment to ensure that we consider all privacy concerns at the earliest possible opportunity.

### **The types of information we hold about you**

Almost all of the information we have is information that you've given to us directly. That might be when you ask us to provide a service or stay in touch with you about our work via our website, emails, phone conversations, written and verbal communication, or in person at an event.

The types of information will vary dependent on the service you've requested but could typically include:

- Name and contact details
- Age and date of birth
- Information about your beliefs
- Details of your interactions with us
- Information about your gender or sexual orientation
- Information about your physical or mental health
- Financial information including payment details
- Details of products you have bought or services you have accessed
- Visual images, personal appearance and behaviour, usually obtained at events or whilst you are accessing our services

Sometimes we process other types of information that could be considered even more private. For example, if you are applying for a place in our Mercy UK residential home we might need to ask about any criminal offences or for information about your physical and mental health. These are "special categories" and we're obliged to handle this information even more thoughtfully.

See a full list of special category information on the [Isle of Man Information Commissioner \(inforights.im\)](https://www.inforights.im) website.

From time to time we may supplement the information you give us with information from other organisations, such as external partners.

For example, if you attend one of our training events and book through a church, the church may share your name with us.

### **WHO DO WE SHARE YOUR INFORMATION WITH?**

Where we need to share your personal data, we only do so in accordance with our legal, data protection and privacy obligations.

Your information may be disclosed to the following:

**Data processors.** We use a number of other organisations who process data on our behalf to help us provide effective services. We ensure that these organisations understand their responsibility to keep your information private and secure and that they will only use your information for the specific reasons we ask them to.

**Church partners.** When we run training events, we may need to share your name with the host church to ensure that the event is run safely and effectively. We may also keep your church updated with progress of your pastoral support if you ask us to do so.

**Health professionals.** For example, if you apply for a place in the Mercy UK residential home, we may need information about any health conditions you might have and any medication you might be taking to ensure that you continue receiving the appropriate support if your application is successful.

**Our professional advisors.** For example, we may need to share information with our lawyers, auditors or safeguarding advisors when they need it to give us their professional advice.

**Government bodies.** For example, we may be required to respond to requests from The Treasury in relation to tax related matters or other governmental bodies such as the Attorney General's office in relation to any legal and regulatory requirements.

**Other organisations.** Only if we have a compelling reason, and it's lawful to do so. For example, if you have previously worked for us and another organisation asks us for a reference.

#### **HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION?**

We only keep your information for as long as it's needed for each of the activities we've identified.

The amount of time we keep your information for can vary depending on the activity but we're happy to share more details on how long we keep data for if you wish to contact us.

#### **TRANSFERRING YOUR INFORMATION OUTSIDE THE EUROPEAN ECONOMIC AREA (EEA)**

We may need to transfer your personal information outside of the EEA in order to provide you with the services and products you require. This will most likely occur when our third-party providers are based outside the EEA.

Some of these countries may not have laws that protect privacy rights as extensively as in the Isle of Man and European Union.

If we do transfer your personal information to other territories including the UK, we will take proper steps to ensure that your information is as equally protected as in the Isle of Man. The Isle of Man deems the UK to have adequacy status with the Isle of Man Data Protection laws.

Usually this would involve using "standard contractual clauses", which have been approved by the European Commission for such transfers.

## **YOUR RIGHTS ABOUT HOW YOUR PERSONAL INFORMATION IS HANDLED**

To find out what the personal information we hold about you, please email [info@mercyiom.im](mailto:info@mercyiom.im)

The information we hold about you will depend on how you access our services and interact with us, so the more information you can give about what it is you might want you see, the quicker and more specific our response can be.

You also have the right to request we correct any inaccurate information we hold, as well as the right to object to profiling and the right to ask us to delete your information.

If you have any questions, concerns or objections about how we use your personal information please contact us using the details above.

You also have the right to complain to the ICO although we'd really like the chance to try and help with any issues first. Please contact our Data Protection Officer on [info@mercyiom.im](mailto:info@mercyiom.im). Find the ICO's contact details here [Contact Page \(inforights.im\)](#).

## **CHANGES TO THIS PRIVACY NOTICE**

We'll update this page if we decide to change our privacy policy so that you are always aware of the information we collect, how we use it and under what circumstances we disclose it.

If we make significant changes to the notice we'll contact you directly to let you know.

We encourage you to check back regularly.