

Website Terms and Conditions of Use

Thank you for visiting St. Michael's website. Please make sure you have read and understand these terms and conditions ("Terms") carefully before using our websites, any social media channels we operate, donating to us, or undertaking other activities.

These Terms also incorporate the following additional terms and policies which apply to your use of our websites and social media sites we manage and maintain:

- Our Privacy Policy which sets out how we use the information you share with us and what measures we take to protect it
- Our Cookies Policy which sets out what cookies are and how they are used on our websites.

Feedback

If you have any concerns about material which appears on our websites, please contact pa@stmichaelsnorton.org.uk.

Who we are

The Parochial Church Council of the Ecclesiastical Parish of St Michael and All Angels Norton Stourbridge ("St. Michaels") is a registered charity in England and Wales (1200373). Our registered address is St. Michael's Church, Maynard Avenue, Stourbridge, West Midlands DY8 3EE.

References in these Terms to "we", "us" or "our" are to St. Michaels.

Changes and use of our websites

These Terms were last reviewed on 8 May 2024. We may revise these Terms at any time by amending this page in which case the amended Terms will apply from the date we post them. Please check these Terms on each occasion you use our websites. If you continue to use our websites you will be bound by the latest Terms.

Our websites are made available free of charge. We may suspend, withdraw, discontinue or change all or any part of our websites without notice. We will not be liable to you if for any reason any of our websites or any part of them are unavailable at any time or for any period.

The format and content of our websites is subject to change. You should refresh your browser each time you visit our sites to ensure that you access the most up to date version.

You are responsible for making all arrangements necessary for you to have access to our websites. You agree to only use our websites, social media and email in a manner that complies with all applicable laws and regulations and is consistent with these Terms and does not infringe the rights of anyone else nor restrict or inhibit their use and enjoyment of our sites.

You can ask for content to be removed from our websites. We will remove content:

- to comply with data protection legislation covering the rights and freedoms of individuals
- if it breaches copyright laws, contains sensitive personal data, or material that may be considered obscene or defamatory.

Please email pa@stmichaelsnorton.org.uk to ask for content to be removed. You'll need to send us the web address (URL) of the content and explain why you think it should be removed. We will reply to let you know whether we will remove it. We remove content at our discretion. You can still request information under the Data Protection Act.

Intellectual property

We are the owner or the licensee of all intellectual property rights in our websites and in the material published on them except where otherwise stated. All works including any photographic, text and other images within any products or publications supplied to you are protected by copyright laws and treaties around the world and all such rights are reserved. Non may be copied, reproduced, licensed or otherwise exploited and reproduction of part or all of the contents in any form is prohibited except that you may print or download extracts from our websites for your personal non-commercial use, private study or teaching purposes provided that in each case you:

- include the copyright and source of the materials;
- no modifications are made to the materials and they are not used as part of any other publication;
- any document is printed and copied entirely and is not used in a derogatory or misleading context
- the materials are not used in a manner which may damage our reputation or otherwise be harmful to us or impair our ability to achieve our charitable objectives; and
- our status and that of any identified contributors as authors of the content is always acknowledged.

No other use of material on our websites may be made without first obtaining our written permission. If you wish to use any material on our website other than as set out above, please email pa@stmichaelsnorton.org.uk to request permission.

If you wish to link from your website to our websites you may do so only on the basis that you link to but do not replicate the home page or other web pages and subject to the following conditions:

- the link must consist of either the website address or any linking logo which we have given you permission to use
- you do not distort or otherwise alter the size or appearance of any logos on the site
- you do not in any way imply that we are endorsing any products or services
- you do not misrepresent your relationship with us nor present any other false information about us
- you do not link from a website that is not owned by you
- your website does not contain content that is distasteful, pornographic, infringes any intellectual property rights or other rights of any other person or does not comply with all applicable laws and regulations.

At any time and at our complete discretion we reserve the right to withdraw the permission to make website links to our websites.

Disclaimers

The information provided on our websites is intended to provide general information only and, as such, should not be considered as a substitute for advice covering any specific situation. Whilst we endeavour to ensure that the information on our websites is correct, we do not warrant the accuracy or completeness of that information. We do not provide any guarantees, conditions or warranties that the information will be current, secure, accurate, complete or free from bugs or viruses. The material on our websites may be out of date at any given time and we make no commitment to update such material.

Access to this website is made available on the basis that St. Michaels excludes to the maximum extent permitted by law all liability whatsoever for any loss or damage howsoever arising out of the use of our websites or any reliance on their contents. We do not exclude St. Michael's liability (if any) to you for personal injury or death resulting from negligence on the part of St. Michael's, for fraud or for any other liability which it would be illegal to exclude or attempt to exclude under applicable law.

Our websites may contain links to third-party websites. Such links are provided for your convenience only. We do not necessarily control such websites and are not responsible for their content. Inclusion of such links does not imply any endorsement of the material on those websites or any association with their operators. If you decide to access any of the third-party websites linked to from our websites, you do so entirely at your own risk. We cannot guarantee these links will work all the time and have no control over the availability of linked pages.

Events beyond our control

We will not be liable to you for any delay in delivering any services or order or breach of our obligations if the delay or breach is due to circumstances beyond our reasonable control including without limitation acts of God, civil commotion, riots, malicious damage, floods, drought, fire, epidemic, legislation, failure of internet service provider or telecommunications provider. This does not affect your statutory rights.

We might decide not to exercise or enforce any right available to us under these Terms. We can always decide to exercise or enforce that right later. Doing this once will not mean we automatically waive the right on any other occasion.

If any of these Terms are held to be invalid, unenforceable or illegal for any reason the remaining Terms will still apply.

Governing law

These Terms are governed by and construed in accordance with the laws of England and Wales. Any dispute you have which relates to these Terms, or your use of our websites (whether it be contractual or non-contractual), will be subject to the exclusive jurisdiction of the courts of England and Wales. These Terms and our websites are provided in the English language only.

Cookie Policy

What are cookies?

Cookies are text files which may be downloaded onto your device that contain two pieces of information – a site name, and a unique user identification, which is your IP (internet provider) address. This is defined as personal data. Please see our Privacy Policy to see how we handle your personal data. Further information can be found at <https://allaboutcookies.org>.

How do we use cookies?

Like most people, we are fed up with intrusive messages about cookies disrupting our experience of websites. We strive to make your use of this website as simple and enjoyable as possible and for this reason we make no attempt to use cookies to collect any personally identifiable data, track usage of our website, or gather marketing information.

It is possible that some session cookies may be used purely for the purpose of rendering and navigating the site in your browser but we confirm that we make no attempt to interpret, interrogate or retain such information to identify users of our site. We cannot guarantee, however, that third party search engines and associated technologies do not use such methods in order to support efficient access to our websites and we cannot be responsible for the behaviour of third-party sites to which our websites may link. We recommend that you review the relevant terms whenever you visit other websites.

Privacy Policy

We value transparency and take your privacy seriously. We want you to be clear about why we may ask for personal information when you support us and to be honest about how we will use it. This privacy policy explains this and tells you the measures we take to protect your data.

The processing of your information is carried out by or on behalf of The Parochial Church Council of the Ecclesiastical Parish of St Michael and All Angels Norton Stourbridge ("St. Michael's"), a registered charity in England and Wales (1200373). Our registered address is St. Michael's Church, Maynard Avenue, Stourbridge, West Midlands DY8 3EE.

This policy has been designed to meet the requirements laid out in UK Data Protection Act 2018 (DPA), the UK General Data Protection Regulation (UKGDPR), and other relevant legislation.

Contacting us

If you have any questions about this privacy policy and how we use your information you can contact us by writing to the Data Protection Officer at our registered address or by emailing us via pa@stmichaelsnorton.org.uk.

Data we may collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we categorise as follows:

Identity Data includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.

Contact Data includes address, email address and telephone numbers.

Technical Data includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our websites.

Profile Data includes your username and password, feedback and survey responses.

Usage Data includes information about how you use our websites, products and services.

Communications Data includes your preferences in receiving information from us and your communication preferences.

We may also collect, use and share **Aggregated Data** such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your Personal Data so that it can directly or indirectly identify you, we treat the combined data as Personal Data which will be used in accordance with this privacy policy.

Generally, we do not collect any **Special Categories** of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences. However, on occasions, for example through a direct interaction we may receive Special Categories of Personal Data such as:

- Race or ethnic origin;
- Religious or philosophical beliefs;
- Sex life or sexual orientation;
- Health.

Processing these types of Special Categories of Personal Data is permitted under data protection law where data subjects have given explicit consent and, or, where it is carried out by a religious entity in the course of its legitimate activity.

How your personal data may be collected

We may use different methods to collect data from and about you including through:

Direct interactions. You may give us your Identity and Contact Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:

- create an account on our websites
- subscribe to one of our publications
- request information to be sent to you
- enter a competition
- reply to a survey
- give us some feedback.

Automated technologies or interactions. As you interact with our websites, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. We may also receive Technical Data about you if you visit other websites employing our cookies although at present we strive to avoid collection of such data as confirmed in our cookie policy.

Third parties sources. We may receive Personal Data about you from other bodies within the Church of England, including the Archbishops of Canterbury and York, The Church Commissioners for England, The Church of England Pensions Board, Lambeth Palace Library, The National Society (Church of England and Church of Wales) for Promoting Education and the Church of England Central Services (collectively referred to as the “National Church Institutions” or “NCIs”).

How we may use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where you consent to us using your personal data, for example when you correspond with us or request a newsletter (your consent can be withdrawn by you at any time as set out in this policy).
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

Purposes for which we may use your personal data

The following table sets out the ways in which we may use your personal data and which of the legal bases we rely on to do so. It also identifies what our legitimate interests are where appropriate:

Purpose / Activity	Type of Data	Lawful basis for processing including basis of legitimate interest
To register you to receive our latest news	Identity Contact Your consent	Necessary to comply with a legal obligation

<p>To manage our relationship with you, including:</p> <ul style="list-style-type: none"> • Notifying you about changes to our terms and conditions, privacy or cooky policies • Asking you to leave a review or take a survey 	<p>Identity Contact Profile Communications</p>	<p>Necessary for our legitimate interests (to keep our records updated and to study how contacts use our products or services)</p>
<p>To enable you to partake in a competition or complete a survey or performance of a contract with you</p>	<p>Identity Contact Profile Usage Communication</p>	<p>Necessary for our legitimate interests (to study how contacts use our products or services and to develop them to grow the charity and our church)</p>
<p>To administer and protect our church and our websites (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)</p>	<p>Identify Contact Technical</p>	<p>Necessary for our legitimate interests (for running the charity and our church, provision of administration and IT services, network security, to prevent fraud and in the context of any reorganisation or restructuring) Necessary to comply with a legal obligation</p>
<p>To use data analytics to improve our website, products or services, marketing, contact relationships and experiences</p>	<p>Technical Usage</p>	<p>Necessary for our legitimate interests (to define types of contacts for our products and services, to keep our websites updated and relevant, to develop our charity and grow our church, and to inform our marketing strategy)</p>
<p>To make suggestions and recommendations to you about products or services that may be of interest to you</p>	<p>Identity Contact Technical Usage Profile</p>	<p>Necessary for our legitimate interests (to develop our products or services and grow the charity and our church)</p>
<p>To manage questions you may have or issues relating to certain Special Categories of Data such as race or ethnic origin, religious or philosophical beliefs, sex life or sexual orientation, or health</p>	<p>Identity Contact Your consent</p>	<p>Necessary for our legitimate interests (as a religious body these may be issues you ask us about)</p>

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. You may contact us if you need details about the specific legal ground on which we are relying to process your personal data where more than one ground has been set out in the table above.

We will only use your personal data for the purposes for which we collected it unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you require an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. Please note that we may process your personal data without your knowledge or consent in compliance with the above rules where this is required or permitted by law.

Sharing your information with third parties

We will never share your information with third parties for their own purposes unless this is explained to you at the time we collect your information, you give us your permission to, or we are legally required to do so. For example, we are legally required to provide your data to HMRC if you have agreed to us claiming Gift Aid on your behalf.

We may use suppliers known as “data processors” to process data on our behalf, for example to send out mailings. In the event that we enlist the services of such suppliers we will ensure that they are under a contractual obligation to only use your information in accordance with our instructions and for no other purpose. In the event that any organisations with whom we work manages information outside of the UK or European Economic Area (EEA) we will ensure that they have a valid reason for doing so under current Data Protection legislation and will ensure we have relevant contractual agreements in place with them.

Opting out

You can ask us or third parties acting on our behalf to stop sending you messages at any time by contacting us. Where you opt out of receiving messages, this will not apply to Personal Data provided to us as a result of litigation or complaints and only as long as the information is required.

Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Data retention

We will only retain your personal data for as long as necessary to fulfil the purposes for which we collected it, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Details of retention periods for different aspects of your personal data are available in our retention policy which you can request from us by contacting us.

Your rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data. You have the right to:

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully, or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

Please contact us if you wish to exercise any of the rights set out above.

No fee usually required

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Complaints

If you have any complaints about how we handle your personal data, please contact us so we can resolve the issue where possible. If you need to make a complaint you can find more details of how to do so in our complaints policy. You also have the right to lodge a complaint about any use of your information with the Information Commissioners Office, the UK data protection regulator.

Complaints Policy

The Parochial Church Council of the Ecclesiastical Parish of St Michael and All Angels Norton Stourbridge (“St. Michaels”) is committed to ensuring that all our engagement with our parishioners, supporters and the public are of the highest possible standard. We listen and respond to views and feedback so that we can continue to improve.

In the event that you have cause to complain, we are committed to resolving your complaint as quickly as possible, and to handling your complaints fairly and with impartiality.

This policy details how we receive and manage complaints.

Aims of the complaints policy

The aims of our complaints policy are to:

- Make it as easy as possible to make a complaint
- Ensure you are aware of our complaint logging and handling processes
- Enable both you and our staff to understand our complaints handling procedures
- Help us to learn from complaints, use them to improve and monitor them
- Ensure we respond appropriately, for example with an explanation or an apology where we have got things wrong and information on any action taken.

Any complaint will be:

- Investigated impartially with a balanced view of all information or evidence
- Considered on its merits, taking account of individual circumstances and needs
- Treated seriously whether it is made by telephone, letter, email or in person
- Dealt with quickly and politely.

Definition of a complaint

In this policy a complaint means an expression of dissatisfaction. This could be by a parishioner, supporter, or a member of the general public relating to any service provided by us.

If your concern relates to the protection and safety of children or vulnerable adults then you should refer to our separate procedures for safeguarding. All people in the church who work with children, youth or vulnerable adults have been checked with the national Disclosure and Barring Service. If you have any concerns about safeguarding then you should contact the Parish Safeguarding Officer at safeguarding@stmichaelsnorton.org.uk, the Vicar at vicar@stmichaelsnorton.org.uk, or the Diocesan Safeguarding Officer, Hilary Higton on 07495 060869. If somebody is in immediate risk of serious harm call 999.

How to make a complaint

If you are dissatisfied with the service provided by us, you should in the first instance consider speaking directly with the staff member(s) you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns, you can lodge a complaint with us in one of the following ways:

- By emailing us at pa@stmichaelsnorton.org.uk

- By writing to us at St. Michael's Christian Centre, Maynard Avenue, Norton, Stourbridge DY8 3EE
- By telephoning us on 01384 393647
- In person by speaking with the vicar, or wardens.

Information required to support a complaint

When we are investigating a complaint, we will be relying on information provided by the person making the complaint and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary.

To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details
- The nature of the complaint
- Details of any steps you have already taken to resolve the complaint
- Copies of any documentation which supports the complaint
- Details of conversations you may have had with us that may be relevant to the complaint.

Recording complaints

When taking a complaint, we will record:

- Your name and contact details
- All details of your complaint including the facts and the cause/s of your complaint
- The outcome of the complaint
- Any actions taken following the investigation of your complaint.
- All dates and times relating to actions taken to resolve the complaint and communications between us.

On an ongoing basis, complaints will be monitored to identify any trends and ensure rectification or remedial action is taken to mitigate any identified issues.

Data protection

Our Privacy Policy clearly outlines how we treat and protect your data. If you raise a complaint we will record your personal information solely for the purposes of addressing your complaint. If you are already a contact who receives information from us, this will continue.

Feedback

We are committed to resolving your issues at the first point of contact but recognise that this may not be possible in all circumstances. In this case a more formal complaints process will be followed:

We will acknowledge receipt of your complaint within five (5) working days

Once your complaint has been received and acknowledged, we will undertake an initial review of your complaint. This review will be conducted by a competent member of staff or trustee. The review may take up to twenty (20) working days.

There may be circumstances during the initial review or investigation of your complaint where we may need to clarify certain aspects of your complaint or request additional documentation from you. In such circumstance we will explain the purpose of seeking clarification or additional documentation and provide you with feedback on the status of your complaint at that time.

We are committed to resolving your complaint within twenty (20) working days from the formal acknowledgment of your complaint, however, this may not always be possible on every occasion. Where we have been unable to resolve your complaint within twenty (20) working days, we will inform you of the reason for the delay and specify a date when we will be able to finalise your complaint.

If we have sought clarification or additional documentation from you and we are waiting on you to provide this information, we may not be able to meet our commitment to resolve your complaint within twenty (20) working days. In such circumstances upon receipt of your clarification or additional documentation we will indicate to you when we expect to be able to finalise your complaint.

Once we have finalised your complaint, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally. You have the right to make enquiries about the status of your complaint at any time by contacting us.

Complaints about employees or volunteers

If you complain about a member of our staff or a volunteer, we will treat your complaint confidentially, impartially, and equally (giving equal treatment to all people).

We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our staff member or volunteer objectively by:

- Informing them of any complaint about their performance
- Providing them with an opportunity to explain the circumstances
- Providing them with appropriate support
- Updating them on the complaint investigation and the result.

Complaint's escalation process

If you are not happy with our response, you may get in touch again by writing to the Chair of Trustees. The Chair of Trustees will ensure that your appeal is considered at the appropriate level and will respond within 20 working days of this consideration.