



Teshuvah Privacy and Data Protection Policy

Introduction

At Teshuvah Messianic Synagogue we are committed to protecting your privacy. This Policy explains when and why we collect personal information about people who contact us via our website, or attend our services, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please refer to our website for the latest details, speak to our rabbi or contact us through our web form to ensure you are conversant and comfortable with the terms. Please note that by providing us with your details, you are agreeing to be bound by this Policy.

We encourage everyone on our contact list to familiarise themselves with this document, especially regular members with a designated role in the congregation, as well as those who from time to time may act on behalf of our synagogue. The correct use of personal data is extremely important, and we expect all members to act responsibly and sensibly in this regard, and to follow the protocols set out herein. If any aspect is not clear or further clarification is needed, please seek advice rather than risk making a misjudgement.

How do we collect information from you?

We obtain information about you when you use the contact request form on our website, or when you submit a request for prayer under the private members area. When you visit our synagogue we may also ask you if you are willing, or would like to fill in one of our Contact Details forms, which allows us to keep in touch and which also contains space for feedback. You may also choose to tell us something about your faith.

What type of information is collected from you?

The information we collect from you is only that which you explicitly disclose and give us. However when contacting us online we may in addition retain the date and time your request was submitted, and a hash code¹ of your IP address. This information may comprise your Name, Email Address, Gender, Landline, Mobile, Postal Address and Postcode, Religion, Usual Place of Worship, How you heard about us, Date and Purpose of your visit and any Comments/Messages as well as your preferences for being contacted. We do not store financial details of our members or visitors, and request that any charitable donations or payments be made through Stewardship, which is a popular and reputable third party organisation that specialises in handling charitable donations.

¹ The latter would not provide a practical means of ascertaining your actual IP address, however a given IP address would result in the same code being stored, whereas a different IP address would almost certainly generate a different hash, thus preserving user anonymity, while still linking requests to their author (although IP addresses are often dynamic in any case)



What is the legal basis for us processing your data?

Organisations are permitted to process data if they have a legal basis for doing so. At Teshuvah Messianic Synagogue we process data on the basis that informed consent has been given by the data subject. For those individuals within Teshuvah who volunteer to serve in certain roles or capacities within the organisation, there may be additional legal requirements that mandate the recording and processing the data of such individuals. In any case, volunteers for such roles shall only be selected from people who have given their prior consent for any necessary data to be recorded for accountability purposes, and withdrawal of consent would likely mean that individual would no longer be eligible to continue to operate in their former capacity. In any case, where legal grounds exist, that obligate data to be recorded for individuals, such grounds override the rights of the individual to have their data erased.

How is your information used?

We collect contact information which we use in order to stay in touch. This might be to alert members to changes to service times or special services or other relevant information. Most commonly we will make contact via email, although there are instances, for example, when meeting up at a location other than our normal venue, when telephone numbers may prove useful and occasionally we may send certain documents by post. We endeavour to make all our communications relevant to the recipients and are not in a habit of sending out marketing materials. We will endeavour to store your data securely via password protection and will not pass it on to third parties without your consent. In addition to contact information we also collect a very limited set of data pertaining to religious background and views which due to the nature of our organisation may be of use to us in helping to understand our members and tailor the spiritual assistance and services we are able to provide accordingly. All such data will be held in strictest confidentiality according to legal requirements. Feedback, contact and prayer requests and other messages are also processed and once again these will be stored securely for as long as is appropriate or until the data subject requests their erasure.

How you can access, update or delete your information

You may request details of personal information which we hold about you. Any such request must be submitted in a hand-written or digital form such as email. We may seek confirmation in person or via another medium to confirm the request, in case of individuals having their email accounts compromised by a hacker.

You may also choose to withdraw your consent for some, or all of your personal information being stored or used by us, but this may limit the way in which Teshuvah Messianic Synagogue is able to interact with you in future. You may change your mind about what information we hold about you, at any time, and if there is no contrary legal obligation on us to retain such data we will amend ensure that the relevant details are erased from our records.



You are responsible for the accuracy of any data you provide to us. If you believe that any information we are holding on you is incorrect or incomplete, please let us know as soon as possible and we will ensure that our records are amended accordingly.

One of the best ways to make any data requests or amendments would be to email the administrator at marcus.j.lander+teshuvah@gmail.com. Your details will then be updated accordingly. Please note that this is a manual process, and so may take a day or two to be implemented.

Under 16?

There are special regulations in place concerning data subjects who are minors. As a general rule we do not collect personal information for minors or add them to our mailing list. Unless absolutely unavoidable we will route all relevant correspondence via a parent or responsible adult.

Data Security

We take your information security and privacy very seriously. In order to prevent unauthorised access or disclosure, we will not store or transmit your data in an unencrypted form and will endeavour to ensure that proper procedures are maintained to safeguard and secure any data we process.

Persons processing data on behalf of Teshuvah Messianic Synagogue must comply with this policy and Teshuvah Messianic Synagogue must be satisfied that they can and will adhere to these protocols.

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy policy applicable to the website in question.

In order to better protect the privacy of our members, when sending out group emails to those on our mailing list, we will endeavour to get into the habit of using BCC (blind carbon copy), rather than CC or simply adding everyone to the recipient list. In this way individual recipients will not see the email addresses of other members. While we recognise that most members are trustworthy individuals, and that members may share email addresses with each other of their own volition, the full mailing list varies over time with people coming and going, and we cannot vouch for every visitor who may walk through our doors or express an interest in hearing from us. Because of this, the use of BCC on group emails will serve as a safeguard to deter unwanted or unsolicited mail being disseminated to our entire membership.



Relevance and Lifetime of Data

Contact requests received via our website are logged temporarily in our database. This is audited periodically to ensure that once requests have been processed we do not accumulate unnecessary data from individuals. At our synagogue we have frequent new visitors and enquirers, and not everyone who attends our services initially, chooses to remain with us in the long term. When we do not hear from an individual for several months, where no reasonable expectation or assurance of their return has been given, we will remove that individual from our mailing list and records (excepting in the case of any legal requirements) to avoid sending unwanted or unsolicited correspondence.