

Nxtion Family PRIVACY POLICY

This document was last updated in April 2020

Introduction

Nxtion Family is committed to protecting you and your family's personal information. We want our services and activities to be safe and enjoyable environments for our attendees. This Privacy Policy relates to our use of any personal information we collect from you.

Please take some time to read this policy before using the website or applications (“apps”). It contains important information on your legal rights and obligations.

In this policy references to “NXTION FAMILY”, “us”, “we” and “our” refer to NXTION FAMILY.

This Privacy Policy explains the following:

- what information we may collect about you;
- how we will use information we collect about you;
- when we may use your details to contact you;
- whether we will disclose your details to anyone else;
- your choices regarding the personal data you provide to us;
- the use of cookies on our website.

NXTION FAMILY takes the safeguarding of your personal information seriously. Whenever you provide such information, we are legally obliged to use it in line with all applicable laws concerning the protection of personal information, including the Data Protection Act 1998 (DPA), the Privacy and Electronic Communications Regulation and the General Data Protection Regulation (GDPR) which comes into effect on 25 th May 2018 (these laws are collectively in this policy referred to as the “data protection laws”).

The Nxtion Family takes reasonable steps to ensure the security of personal data which we hold. Unfortunately, the transmission of information via the internet is not completely secure. Our website may contain links and adverts to websites owned and operated by third parties.

If you select any of these, please note that the websites have their own Privacy Policy, Cookies Policy and Terms and Conditions, and we therefore urge you to review them. We do not accept any responsibility or liability for the privacy practices of such third party websites and your use of such websites is at your own risk.

What information will the Nxtion Family collect about me?

We may receive personal information about you when you participate in, access or sign up to any of the Nxtion Family's services, activities or online content, such as:

- services, fellowships, new believers, conferences, volunteering or other Nxtion Family events;
- visiting our website or apps;
- registering your details and/or your family details using the online registration systems;
- online or paper based when using registration or feedback forms;
- providing your contact details electronically and in writing to Nxtion Family volunteers;
- purchasing goods or services;
- sending in general enquiries;
- accessing our social media platforms, such as Facebook, YouTube, Snapchat, WhatsApp, Twitter or Instagram.

This information can consist of details such as your name, email address, postal address, telephone or mobile number, date of birth, education/qualification information, as well as any additional information relevant for the purpose.

If you are a parent or guardian of a child under 13, we may use your contact details to communicate with your child and to seek consent for processing your child's information.

Please note that sometimes we will require you to provide additional personal information, and occasionally sensitive personal information (e.g. if you're sending in an application regarding marital counselling). When we do this, we will provide further information about why we are collecting it and how we will use it.

Nxtion Family collects information about how you use our website and apps, and information on the device(s) you use to access these services. This includes collecting unique online identifiers such as IP addresses, which are numbers that can uniquely identify a specific computer or other network device on the internet. For more information, please see the "Cookies Policy" section of this policy, on the Nxtion Family's use of cookies and similar technologies.

Please note that any information that is not required by a service you have opted to use will not be retained.

How will the Nxtion Family use the information it collects about me?

The Nxtion Family will use your personal information for several purposes, including the following:

- to provide services, activities or online content, to provide you with information about them and to deal with your requests and enquiries
- to communicate with you via text, WhatsApp, telephone or mobile, social media, mail, email or home visitations;
- to keep you on our prayer list;
- to register you for services, conferences, events or any other Nxtion Family activities;
- to register you as a member of the Nxtion Family and to record your involvement, volunteering, training and products purchased;
- to provide you with the most user-friendly online navigation experience;
- to assist our general ability to assist Nxtion Family attendees and the wider community;
- to promote products or services, and to keep you informed of new developments which may be of interest to you. If we contact you in this way, we will seek your consent to do so;
- to use IP addresses and device identifiers to identify the location of users, to establish the location of visitors for analytical purposes;
- to assist the Senior Management with any management of issues relating to the Nxtion Family;
- to update or amend any inaccurate information;
- for analysis and research purposes so that we may improve the services.

Where the Nxtion Family proposes using your personal information for any other uses we will ensure that we notify you first and that we seek your consent, unless authorised or required by law. Please see the section on “Changes to our Privacy Policy”.

When will Nxtion Family contact me?

The Nxtion Family may contact you:

- in relation to any service, activity or online content you or your under 13-year-old child have signed up for, in order to ensure that the Nxtion Family can deliver the services and provide any necessary preparations;
- in relation to any correspondence we receive from you or any comment or complaint you make;
- in relation to any specific services, activities or events that you are a part of, e.g. interview dates, invitation to services, activities or events;
- to invite you to participate in surveys about our services (participation is always voluntary);
- to collect feedback and/or give you the option to register for any service, activity or event in your interest;
- to update you on any changes to the Nxtion Family's policies and practices;
- for marketing purposes.

Will Nxtion Family share my personal information with anyone else?

We will keep your information within Nxtion Family except where disclosure is required or permitted by law.

Generally, we will use your information within the Nxtion Family and will only share it outside where you have requested it or given your consent. However, we may share with third party sites (e.g. Facebook, Google, Google Analytics, Instagram, Twitter, Snapchat, Mailchimp, Vimeo and Stripe) some data, with appropriate security measures to enable fulfilment of the purpose of collection. Those parties may process information, fulfil and deliver orders, process card payments and provide support services on our behalf. The Nxtion Family requires these third parties to strictly comply with its instructions and the Nxtion Family requires that they do not use your personal information for their own business purposes, unless you have explicitly consented to the use of your personal information in this way.

We do not store financial details obtained through any online transactions. All card payments are handled by our service provider (Stripe) who encrypts card information sent from our website.

We may share your personal information internally (i.e. with other departments or Nxtion Family Nxtion Family locations within the UK). Personal information, held electronically, is stored in a secure server or secure files. See the section on "How will Nxtion Family use the information it collects about me".

What if I am aged under 13?

If you are aged 13 or under, then we will need consent from your parent/guardian before you can use our services.

How long will the Nxtion Family keep my information?

We will hold your personal information on our systems for as long as is necessary for the relevant activity.

Can I find out what personal information Nxtion Family holds about me?

Under data protection laws, you have the right to request a copy of the personal information the Nxtion Family holds about you and to have any inaccuracies corrected. (We require you to prove your identity with two pieces of approved identification).

Cookies Policy

Cookies are small amounts of data, which often includes a unique identifier that is sent to your computer, tablet or mobile phone (all referred to here as a “device”) web browser from a website’s computer and is stored on your device’s hard drive. Each website can send its own cookie to your website browser if your browser’s preferences allow it. If you continue without changing your settings or indicating otherwise, we’ll assume that you are happy to receive all cookies on the Nxtion Family website. However, you can change your settings at any time.

Cookies make it easier for you to log onto and use the site. They also help to monitor website traffic and to personalise the content of the website for you.

Social Media

The Nxtion Family uses social media platforms such as; Facebook, Twitter, Instagram, WhatsApp, Snapchat and YouTube. Our website provides social media buttons which permit sharing our web content directly to the social media platform. We urge you to review their respective Privacy Policy and Terms and Conditions. Use of such platforms are at your own risk.

Unless it is material supplied or officially posted by the Nxtion Family, we do not endorse any social media platform and accept no responsibility for the content nor the cookies they may contain.

The Nxtion Family does not ask for passwords on social media.

Changes to our Privacy Policy

We may update this policy to encompass any changes in the law, our experience of handling your personal information, guidance from the supervisory authority or for other legitimate reasons. We will notify you of this change by posting the latest version on this website. We encourage you to check this policy from time to time to ensure you are aware of the latest version. The data of the policy as last revised is identified at the top of the page.