

Heathrow Multi Faith Chaplaincy (HMFC) Privacy Notice - External

1. Purpose

This Privacy Notice explains when and why we collect personal information about you, how we use it and the conditions under which we may disclose it to others. Your personal data is defined as any information that can directly or indirectly identify you. This notice also explains how we keep your data safe and secure and includes information you need to know about your rights and how to exercise them.

2. Who we are:

We are Heathrow Multi Faith Chaplaincy.

The Object of the Charitable Incorporated Organisation (CIO) is to advance religion for the public benefit by assisting in the provision of Multi Faith Chaplaincy facilities at London Heathrow Airport to provide appropriate worship and pastoral care for those of all faiths and none and lending emotional, spiritual and practical support to those in need.

In this Notice, 'Heathrow Multi Faith Chaplaincy' 'we', 'us', 'our' means:

HMFC (charity registration number 1182764) with a registered address at The Compass Centre, Nelson Road, Hounslow, Middlesex, TW6 2GW

3. Why we process Personal Data:

Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal data, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

HMFC requires this personal data to enable it to provide the information you have asked for, or to facilitate the provision of a service to you.

4. What information will we collect from you for pastoral support?

When you email our generic email as advertised on webpages or speak to a member of the HMFC team, we may collect the following information about you:

- Name
- Email address
- Phone number
- Date of Birth

We may also process special category data such as:

- racial or ethnic origin
- political opinions,
- religious or philosophical beliefs,
- trade-union membership,
- biometric data (where used for identification purposes),

- data concerning health,
- data concerning a person's sex life or sexual orientation

HMFC is aware of its obligation to treat this information with particular care.

The conversations you have with one of our Chaplains are confidential to HMFC and any information provided will not be shared with third parties external to Heathrow. The exception is where the information provided is a matter of safeguarding or security at Heathrow Airport.

5. How will Heathrow Multi Faith Chaplaincy use the information it collects about me?

HMFC will use your data for several purposes including the following:

1. To deal with your requests and inquiries related to the services we provide.
2. To deal with any new and ongoing pastoral support for anybody.

Your personal information may be shared with Heathrow, so that they can follow up on your experience.

Your personal information may be shared with Heathrow Security and or Police in the interest of safety and security for everyone at the airport.

Your personal information may be shared with Heathrow Travel Care, where HMFC signposts you to their support.

6. What is HMFC'S lawful basis for processing this information?

For any information that we process when someone wants to use one of our services, we rely on legitimate interest.

For our emergency response service, we may rely on vital interest.

When an individual visits our webpage, Heathrow may collect the IP Address, page visited, web browser, any search criteria entered, previous web page visited and other technical information. This information is used solely for web server monitoring and to deliver the best visitor experience. Heathrow relies on legitimate interest for such processing.

7. How will HMFC keep my information?

Your information will be retained in a secure environment, and access to it will be restricted according to the 'need to know' principle.

8. How long will HMFC keep my data?

Some data retention periods are set by the law. Retention periods can vary depending on why we need your data. Please get in touch by contacting us using the details above if you want to know more about retention period.

Data is destroyed or deleted in a secure manner once the retention date has passed.

9. What rights do I have over my personal data?

Under UK GDPR, you have the right to:

- **‘Right to be informed’**, which means we will be completely clear and transparent about how we plan to use your personal information.
- **‘Right of access’**, which means you can request details of the personal information we hold about you and how we use it. We will provide this within one month.
- **‘Right to rectification’**, which means you can ask us to update or amend the personal information we hold about you, if it is incorrect.
- **‘Right to restrict processing’**, which means you can ask us to change, restrict or stop the way we are using your personal information.
- **‘Right to erasure’** (or ‘right to be forgotten’), which means you can ask us to remove your personal information from our records.
- **‘Right to object’**, which means you can object to us using your personal information for marketing purposes.
- **‘Right to data portability’**, which means you can obtain the personal information we hold about you and reuse it for your own purposes.
- **‘Right not to be subject to automated decision making’**, which means if we use systems to make a decision about you, you have the right to ask for a person to intervene, which may change the outcome.
- **Right to lodge a complaint** with a supervisory authority, such as the Fundraising Regulator or the Information Commissioner’s Office (ICO), if you are not satisfied with our response to a request you make to us, or you feel we are not using your information correctly.

10. To exercise your rights

If you have any concerns about how HMFC is handling your personal data, please contact:

By Email- angjela@hope-may.com

By Post - Heathrow Multi Faith Chaplaincy, The Compass Centre, Nelson Road Hounslow Middlesex TW6 2GW.

If your concerns are not satisfactorily addressed, you have the right to complain to the Information Commissioner’s Office, they can be contacted at 0303 123 1113 or, you can write to them at Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Appendix 1: Complaints Process

If you are unhappy with how we handle your personal data, you have the right to raise a complaint with us.

You can contact us by:

- By Email- angjela@hope-may.com
- By Post - Heathrow Multi Faith Chaplaincy, The Compass Centre, Nelson Road Hounslow Middlesex TW6 2GW.

Please provide:

1. Your name and contact details
2. A clear description of your concern
3. Any relevant dates or reference numbers

What Happens Next?

We will acknowledge your complaint within 30 days of receiving it.

- We will investigate your concerns.
- We may contact you if we need further information.
- We will respond as soon as possible and without undue delay.

Our response will explain:

- What we have found
- Whether any action has been taken
- What happens next

If You Are Not Satisfied

If you remain unhappy with our response, you have the right to complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: <https://ico.org.uk>

Accessibility

If you require this information in an alternative format, please contact us and we will be happy to assist.