

**ASSEMBLIES OF GOD INCORPORATED (“AOG ”)**

**PRIVACY NOTICE**



### **WHAT’S INCLUDED IN THIS PRIVACY NOTICE?**

AoG is part of the world-wide Pentecostal Movement which now forms one of the largest sections of the Christian Church with several hundred million adherents. The rapid growth of the Pentecostal Movement is largely attributable to the emphasis it places on the need for the miraculous, life-transforming power of the Holy Spirit to be at work in the Church and in the world today and this is reflected not only in our doctrinal statements but in the life and practice of our churches. You can find out more information about us [here](#).

This document (our “privacy notice”) sets out information relating to how we use personal information relating to individuals we have dealings with, including individuals using our website, customers booking or enquiring about our facilities, people wishing to find out more about AoG, people wishing to obtain information from AoG, people wishing to contact AoG for any reason and AoG Status individuals wishing to access the AOG intranet portal. It also sets out information about what rights individuals have in relation to their personal information and various other matters required under data protection law.

In particular, this privacy notice provides information to individuals about how they can object to our use of their personal information, how they can withdraw any permissions they have given to us to enable us to process their personal information and how they can make a complaint.

This privacy notice contains the following sections:

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## WHO DOES THIS PRIVACY NOTICE APPLY TO?

This privacy notice applies to:

- individuals who use our website;
- individuals who subscribe to our newsletters or updates;
- individuals who wish to use AoG 's event booking facilities;
- individuals who want to find out more about AoG ;
- individuals who want to contact AoG with questions or queries; and
- individuals who become AoG Status Ministers, Missionaries or Church Representatives ('ministers').

In the sections below, when referring to the individuals listed above, we use the terms "you" or "your".

## WHAT'S OUR APPROACH TO PRIVACY?

We take your privacy extremely seriously and want you to feel confident that your personal information is safe in our hands.

We will only use your personal information in accordance with data protection law applicable to England and Wales from time to time.

Under data protection law, when we use your personal information, we will be acting as a data controller. Essentially, this means that we will be making decisions about how we want to use your personal information and why.

Below, we summarise the main rules that apply to us under data protection law when we use your personal information:

1.	We must be upfront about how we intend to use your personal information and must use your personal information fairly. Providing privacy information to individuals (such as in this privacy notice) is one aspect of using personal information fairly.
2.	We must only use your personal information if we have a legal basis to do so under data protection law. These legal bases include: <ul style="list-style-type: none"><li>• That you have consented to our use of your personal information;</li><li>• That we need to use your personal information to perform a contract between us (or to take steps at your request prior to entering into a contract);</li><li>• That we (or someone else) has a legitimate reason for needing to use your personal information and those legitimate interests are not outweighed by your rights or interests. We must balance our respective rights and interests before we can rely upon this legal basis; or</li><li>• We need to use your personal information to comply with laws we are subject to.</li></ul>

3.	<p>We must only use certain types of sensitive personal information (such as information relating to your health, racial or ethnic origin or religion) if we can also satisfy one of the conditions for processing this type of information set out in data protection law. These conditions include:</p> <ul style="list-style-type: none"> <li>• That you have given us your explicit consent to use the information; and</li> <li>• That the processing is necessary for reasons of substantial public interest.</li> </ul>
4.	<p>We are only permitted to share your personal information with others in certain circumstances and if we take steps to ensure that your personal information will be secure.</p>
5.	<p>Generally speaking, we must only use your personal information for the specific purposes we have told you about. If we want to use your personal information for other purposes, we need to contact you again to tell you about this.</p>
6.	<p>We must not hold more personal information than we need for the purposes we have told you about and must not retain your personal information for longer than is necessary for those purposes (this is known as the “retention period”). We must also dispose of any information that we no longer need securely.</p>
7.	<p>We must ensure that we have appropriate security measures in place to protect your personal information.</p>
8.	<p>We must act in accordance with your rights under data protection law.</p>
9.	<p>We must not transfer your personal information outside the European Economic Area (“EEA”) unless certain safeguards are in place. One such safeguard is that the personal data is only transferred to a country that has been approved by the European Commission as having an acceptable level of data protection law.</p>

## HOW WILL WE USE YOUR PERSONAL INFORMATION?

How we will use your personal information, the legal bases we will rely upon, how long we will keep your personal information and other details will depend upon who you are and why we need your personal information in the first place.

In this section, we provide specific privacy information relating to the different categories of individuals that this privacy notice applies to.

### INDIVIDUALS WHO USE OUR BOOKING FACILITIES

<b>What personal information we will use?</b>	<ul style="list-style-type: none"><li>• Your name;</li><li>• Your address;</li><li>• Your email address;</li><li>• Your telephone number;</li><li>• Bank or credit card details; and</li><li>• Details of any complaints.</li></ul>
<b>How we will obtain the personal information?</b>	<ul style="list-style-type: none"><li>• Provided by you when booking facility hire from us or making a complaint, return or warranty claim.</li></ul>
<b>What purposes we will use the personal information for?</b>	<ul style="list-style-type: none"><li>• We will use your name, address and other contact details to book in the facilities hire and to communicate with you about such hire. We will also use this information to deal with any complaints, that you make;</li><li>• We will use your bank or credit card details to take payment for the facility charges (where applicable);</li><li>• Other than your bank or credit card details, we will keep a record of the information listed above for our internal administrative purposes;</li><li>• We will also use the above information (other than your bank and credit card details), for legal and regulatory purposes.</li></ul>
<b>The legal bases for processing we rely upon</b>	<ul style="list-style-type: none"><li>• Our use of your personal information in connection with the provision of facilities hire to you, taking payment and dealing with any complaints is necessary for the performance of the contract between us;</li></ul>

	<ul style="list-style-type: none"> <li>• Our use of your personal information for our internal administrative purposes is based on our legitimate interests in ensuring that our business is run properly and efficiently;</li> <li>• Our use of your personal information for legal or regulatory purposes is necessary to enable us to comply with our legal and regulatory obligations and/or to enable us to bring, defend or deal with legal claims.</li> </ul>
<p><b>How long we retain the personal information and why</b></p>	<ul style="list-style-type: none"> <li>• We only use your bank or credit card details for the purposes of taking payment. We do not store such information.</li> <li>• We usually keep records relating to any booking you make for one year in case of any disputes.</li> </ul>
<p><b>Consequences of not providing/permitting us to obtain personal information</b></p>	<ul style="list-style-type: none"> <li>• Without your name, payment and contact details we will be unable book facilities for you.</li> </ul>

**INDIVIDUALS WHO CONTACT US FOR INFORMATION ABOUT AOG OR CONTACT AOG WITH QUESTIONS OR QUERIES**

<p><b>What personal information will we use?</b></p>	<ul style="list-style-type: none"> <li>• Your name;</li> <li>• Your contact details (such as your telephone number or email address);</li> <li>• Details of your enquiry.</li> </ul>
<p><b>How we will obtain the personal information?</b></p>	<ul style="list-style-type: none"> <li>• Provided by you when you contact us (e.g. by making a phone call or emailing us) or make an enquiry at any of our premises.</li> </ul>
<p><b>What purposes we will use the personal information for?</b></p>	<ul style="list-style-type: none"> <li>• We will use the personal information to deal with your enquiry;</li> <li>• We will also make a record of your enquiry for internal administrative purposes.</li> </ul>
<p><b>The legal bases we rely upon</b></p>	<ul style="list-style-type: none"> <li>• Our use of your personal information to deal with your enquiry is based on your implied consent and our legitimate interests in ensuring our business is run efficiently and effectively;</li> <li>• Our use of your personal information for record keeping purposes is based on our legitimate interests in ensuring our business is run efficiently and effectively.</li> </ul>
<p><b>How long do we retain the personal information and why</b></p>	<ul style="list-style-type: none"> <li>• Records of correspondence are retained for one year, unless such information relates to safeguarding queries, in which case it is archived indefinitely.</li> </ul>
<p><b>Consequences of not providing/permitting us to obtain personal information</b></p>	<ul style="list-style-type: none"> <li>• Without your name, contact details and details of your enquiry we will be unable to deal with your enquiry.</li> </ul>

## INDIVIDUALS WHO USE OUR WEBSITE

<b>What personal information we will use?</b>	<ul style="list-style-type: none"><li>• Technical information, including the internet protocol address used to connect your computer to the internet, your login information (if you use the member area of the site), using Google Analytics;</li><li>• Information about your visit, including, via Google analytics, the full Uniform Resource Locators (“URL”), clickstream to, through and from our website (including date and time), products you viewed or searched for, page response times, download errors, length of visit to certain pages, page interaction information (such as scrolling clicks and mouse-overs), methods used to browse away from the page.</li></ul>
<b>How we will obtain the personal information?</b>	<ul style="list-style-type: none"><li>• Some of the information is obtained by us automatically whenever you use our website;</li><li>• Some of the information is collected by us each time you use our website through our use of cookies. Further information about the cookies we use and the purposes for which we use them can be found in our Cookies Policy <a href="#">here</a>.</li></ul>
<b>What purposes we will use the personal information for?</b>	<ul style="list-style-type: none"><li>• The above information is used by us to:<ul style="list-style-type: none"><li>• make a tailored website available to you;</li><li>• track usage of our website;</li><li>• help us to continually improve our website</li></ul></li><li>• Information collected through our use of cookies is used in the ways described in our Cookies Policy.</li></ul>
<b>The legal grounds we rely upon</b>	<ul style="list-style-type: none"><li>• Our collection and use of the above information is based on our legitimate interests in ensuring that our website is user-friendly and appeals to our customers.</li></ul>



<b>How long do we retain the personal information and why?</b>	<ul style="list-style-type: none"><li>• Such information will be retained for one year.</li></ul>
<b>Consequences of not providing/permitting us to obtain personal information</b>	<ul style="list-style-type: none"><li>• If you disable our Cookies, you will be unable to use certain parts of/functions on our website. Further information about this can be found in our Cookies Policy.</li></ul>

## **INDIVIDUALS WHO SUBSCRIBE TO OUR NEWSLETTERS OR UPDATES**

<b>What personal information we will use?</b>	<ul style="list-style-type: none"><li>• Your name and address;</li><li>• Your email address;</li><li>• Your delivery preferences.</li></ul>
<b>How we will obtain the personal information?</b>	<ul style="list-style-type: none"><li>• Provided by you when you subscribe to our newsletters or updates.</li></ul>
<b>What purposes will we use the personal information for?</b>	<ul style="list-style-type: none"><li>• To provide you with the newsletters or updates you have requested;</li><li>• To provide you with related information that we think may be of interest to you.</li></ul>
<b>The legal grounds we rely upon</b>	<ul style="list-style-type: none"><li>• We will rely on your consent to provide you with the newsletters or updates you have requested and retain your details on our subscriptions database;</li><li>• We will rely on our legitimate interest in promoting our products and services to provide you with other information that may be of interest to you.</li></ul>
<b>How long we retain the personal information and why?</b>	<ul style="list-style-type: none"><li>• We will retain such details until such time as you confirm that you would like us to unsubscribe.</li></ul>
<b>Consequences of not providing/permitting us to obtain personal information</b>	<ul style="list-style-type: none"><li>• Without your contact details, we will not be able to provide you with newsletters and updates;</li><li>• You can opt-out of receiving related information at the time you subscribe to our newsletters and updates and each subsequent time we contact you.</li></ul>

**INDIVIDUALS WHO ARE LISTED AS AoG MINISTERS OR WHO APPLY TO BECOME AOG MINISTERS**

<p><b>What personal information we will use</b></p>	<ul style="list-style-type: none"> <li>• Your name;</li> <li>• Your address;</li> <li>• Your email address;</li> <li>• Your telephone number;</li> <li>• Your religious preferences;</li> <li>• Disclosure and Barring Service (DBS) checks and other criminal background checks where services are being provided for young and/or vulnerable people;</li> <li>• Your date of birth.</li> </ul>
<p><b>How we will obtain the personal information</b></p>	<ul style="list-style-type: none"> <li>• Provided by you when applying to become a AoG minister or renewing or updating your status as a AoG minister.</li> </ul>
<p><b>What purposes we will use the personal information for</b></p>	<ul style="list-style-type: none"> <li>• We will use your name, address and other contact details to list you as an AoG minister and to communicate with you in relation to such listing.</li> <li>• We will keep a record of the information listed above for our internal administrative purposes;</li> <li>• We will also use the above information for legal and regulatory purposes.</li> </ul>
<p><b>The legal bases for processing we rely upon</b></p>	<ul style="list-style-type: none"> <li>• Our use of your personal information in connection with the registration and listing of you as an AoG minister is necessary for the performance of the contract between us;</li> <li>• Our use of your personal information for our internal administrative purposes is based on our legitimate interests in ensuring that our business is run properly and efficiently;</li> <li>• Our use of your personal information for legal or regulatory purposes is necessary to enable us to comply with our legal and regulatory obligations and/or to enable us to bring, defend or deal with legal claims.</li> </ul>
<p><b>How long we retain the personal information and why</b></p>	<ul style="list-style-type: none"> <li>• We keep records relating to your listing as an AoG minister indefinitely for archiving purposes.</li> </ul>
<p><b>Consequences of not providing/permitting us to obtain personal information</b></p>	<ul style="list-style-type: none"> <li>• Without your name, contact details and other information listed above, we will be unable to list you as an AoG minister.</li> </ul>

## WHEN WILL WE USE YOUR PERSONAL INFORMATION FOR DIRECT MARKETING?

In addition to data protection law, if we use your personal information for direct marketing purposes, we may also be subject to additional rules that regulate direct marketing. The term “direct marketing” essentially means directing marketing material or advertising at a particular individual.

To ensure compliance with both data protection laws and the specific rules relating to direct marketing, we will only use your personal information to tell you about our latest offers or to inform you of products and services which we think may be of interest to you in the circumstances outlined below:

<b>Direct marketing by telephone or post</b>	<ul style="list-style-type: none"><li>• We will only contact you in this way if you have given us your express consent to do so.</li></ul>
<b>Direct marketing by email, text or other forms of electronic communication</b>	<ul style="list-style-type: none"><li>• We will only contact you in this way if:<ul style="list-style-type: none"><li>• you have given us your express consent to do so; or</li><li>• you are an existing customer and we want to tell you about similar products or services that may be of interest to you and you have not opted out of receiving such communications.</li></ul></li></ul>

Our legal bases for such processing under data protection law will either be your consent or reliance upon our legitimate interests in developing our business.

We will retain your personal information unless and until you inform us that you no longer wish to receive direct marketing information from us. You can ask us to stop sending direct marketing to you at any time by contacting us using the details set out **below** or following the “unsubscribe” options contained within all our email correspondence.

## WHEN WILL WE SHARE YOUR PERSONAL INFORMATION WITH OTHERS?

Sometimes, we will need to share your personal information with others. This section sets out details of who we will share your personal information with and why. It also tells you about our legal basis for doing so under data protection law and steps we will take to protect your personal information.

We will never sell your personal information on to third parties.

## OUR SERVICE PARTNERS

<b>Who are our service partners?</b>	<ul style="list-style-type: none"><li>• Our service partners include:<ul style="list-style-type: none"><li>• event organisers;</li><li>• third party IT providers;</li><li>• gift aid processors</li><li>• online ticketing platforms for booking event attendance;</li><li>• couriers and other suppliers of delivery services.</li></ul></li><li>• We haven't included the names of our service partners in this privacy notice because their identity will change from time to time. However, if you would like further information about any of our current service providers, please contact us using the details set out <b>below</b>.</li></ul>
<b>Why we need to share your personal information with them</b>	<ul style="list-style-type: none"><li>• We use the service partners described above to enable us to perform our contracts with you.</li></ul>
<b>The legal bases we rely upon when sharing your personal information</b>	<ul style="list-style-type: none"><li>• The sharing of your personal data with suppliers and sub-contractors is necessary for the performance of our contract with you.</li></ul>
<b>What precautions do we take?</b>	<ul style="list-style-type: none"><li>• We enter into contracts with our service providers which require them to put appropriate security measures in place and which restrict their use of your personal information.</li></ul>

## PROVIDERS OF INFORMATION TECHNOLOGY SERVICES

<p><b>Who will we be sharing your personal information with?</b></p>	<ul style="list-style-type: none"><li>• Suppliers of information technology products and services such as:<ul style="list-style-type: none"><li>• online ticketing platforms; and</li><li>• external IT service providers who assist with the setting up of our computer network, mail cloud storage and back-up server provision.</li></ul></li><li>• We haven't included the names of our IT providers in this privacy notice because their identity will change from time to time. However, if you would like further information about any of our current IT providers, please contact us using the details set out <b>below</b>.</li></ul>
<p><b>Why do we need to share your personal information with such providers?</b></p>	<ul style="list-style-type: none"><li>• We use suppliers of information technology products and services in connection with the supply, maintenance and/or improvement of our IT network and the creation, development hosting and maintenance of our website;</li><li>• We use analytics and search engine providers to assist us to improve our website.</li></ul>
<p><b>The legal bases we rely upon when sharing your personal information</b></p>	<ul style="list-style-type: none"><li>• We rely upon our legitimate interests in ensuring that our business can function properly and efficiently and that our IT network is secure;</li><li>• The sharing of your personal data with analytics and search engine providers is based on our legitimate interests in having an efficient and user-friendly website.</li></ul>
<p><b>What precautions do we take?</b></p>	<ul style="list-style-type: none"><li>• We enter into contracts with our IT providers which require them to put appropriate security measures in place and which restrict their use of your personal information.</li></ul>

## OTHER THIRD PARTIES

We may also need to share your personal information with others in the following circumstances:

<b>If we sell, transfer or merge parts of our business or our assets</b>	<p>As we continue to develop our business we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. During any such process, we may need to disclose your personal information to other parties (such as potential purchasers or investors). Where we do so, we will be relying upon our legitimate business interests.</p> <p>However, we will only share your personal information in this way if the third parties in question agree to keep your personal information safe and private.</p> <p>Also, if, for example, a merger happens, the purchaser will only be able to use your personal information in the ways set out in this privacy notice.</p>
<b>Legal or regulatory requirements</b>	<p>On occasion, we may be required to disclose your personal information to organisations such as the courts or the police to comply with legal obligations we are subject to and/or to prevent fraud or crime.</p>
<b>Protecting our business</b>	<p>From time to time we may need to disclose your personal information in connection with steps we need to take to protect our business interests or property.</p>
<b>Professional advice and legal action</b>	<p>We may need to disclose your personal information to our professional advisers (for example, our lawyers and accountants) in connection with the provision by them of professional advice and/or the establishment or defence of legal claims.</p>

## CIRCUMSTANCES IN WHICH WE WILL SEND YOUR PERSONAL INFORMATION OUTSIDE THE EEA

Currently, there are no circumstances where we plan to send your personal data outside the EEA.

If we do transfer your personal data outside the EEA, we will use one of these safeguards to make sure it is protected:

- We will only transfer it to a non-EEA country which the European Commission has decided has an adequate level of protection for personal data. You can find more about such countries here [https://ec.europa.eu/info/law/law-topic/data-protection\\_en](https://ec.europa.eu/info/law/law-topic/data-protection_en); or
- We will put a written contract in place between us and the recipient that incorporates EC model clauses relating to the transfer of personal data outside the EEA. You can find out more about such clauses here [ICO/international transfers](#); or
- We will only transfer it to businesses that have signed up to a special agreement between the UK and the USA known as the Privacy Shield.

## HOW DO WE KEEP YOUR PERSONAL INFORMATION SECURE?

We take various steps to protect your personal information while it is in our possession, including:

- Implementation of appropriate security measures to protect our IT infrastructure;
- Implementation of internal data security policies and training for members of staff in relation to such policies;
- Regular reviews of data security measures implemented by service providers who may handle your personal data;

You can help us to protect your personal information by adhering to the following security measures:

- Where we provide you with user logon details, keep your passwords private;
- When creating a password, do not use words such as your name, date of birth or other personal data;
- Change your password regularly.



## WHAT RIGHTS DO YOU HAVE UNDER DATA PROTECTION LAW?

Under data protection law, you have a number of different rights relating to the use of your personal information. The table below contains a summary of those rights and our obligations. More information about your rights and our obligations can be found on the ICO website <https://ico.org.uk/>.

Your rights	What this involves	What our obligations are
<b>A right of access</b>	This is a right to obtain access to your personal data and various supplementary information.	<ul style="list-style-type: none"> <li>• We must provide you with a copy of your personal information and the other supplementary information without undue delay and in any event within 1 month of receipt of your request;</li> <li>• We cannot charge you for doing so save in specific circumstances (such as where you request further copies of your personal information).</li> </ul>
<b>A right to have personal data rectified</b>	This is a right to have your personal information rectified if it is inaccurate or incomplete.	<ul style="list-style-type: none"> <li>• We must rectify any inaccurate or incomplete information without undue delay and in any event within 1 month of receipt of your request;</li> <li>• If we have disclosed your personal information to others, we must (subject to certain exceptions) contact the recipients to inform them, that your personal information requires rectification.</li> </ul>
<b>A right to erasure</b>	This is a right to have your personal information deleted or removed.	<ul style="list-style-type: none"> <li>• If this right applies, we must delete or remove your personal information without undue delay and in</li> </ul>

	<p>This right only applies in certain circumstances (such as where we no longer need the personal information for the purposes for which it was collected).</p> <p>We have the right to refuse to delete or remove your personal data in certain circumstances.</p>	<p>any event within 1 month of receipt of your request;</p> <ul style="list-style-type: none"> <li>• If we have disclosed your personal information to others, we must (subject to certain exceptions) contact the recipients to inform them that your personal information must be erased.</li> </ul>
<b>A right to data portability</b>	<p>This is a right to obtain and re-use your personal information for your own purposes;</p> <p>It includes a right to ask that your personal information is transferred to another organisation (where technically feasible).</p> <p>This right only applies in certain limited circumstances.</p>	<ul style="list-style-type: none"> <li>• If this right applies we must provide your personal information to you in a structured, commonly used and machine readable form</li> <li>• Again, we must act without undue delay and in any event within 1 month of receipt of your request;</li> <li>• We cannot charge you for this service.</li> </ul>
<b>A right to object</b>	<p>This is a right to object to the use of your personal information.</p> <p>The right applies in certain specific circumstances only.</p> <p>You can use this right to challenge our use of your personal information based on our legitimate interests;</p> <p>You can also use this right to object to use of your personal information for direct marketing</p>	<ul style="list-style-type: none"> <li>• If you object to us using your personal information for direct marketing, we must stop using your personal information in this way as soon as we receive your request.</li> <li>• If you object to other uses of your personal information, whether we have to stop using your personal information will depend on the particular circumstances.</li> </ul>

<p><b>A right to object to automated decision making</b></p>	<p>This is a right not to be subject to a decision which is made solely on the basis of automated processing of your personal information where the decision in question will have a legal impact on you or a similarly significant effect.</p>	<ul style="list-style-type: none"> <li>• Where such a decision is made, you must be informed of that fact as soon as reasonably practicable;</li> <li>• You then have 21 days from receipt of the notification to request that the decision is reconsidered or that a decision is made that is not based solely on automated processing;</li> <li>• Your request must be complied with within 21 days.</li> </ul>
<p><b>A right to restrict processing</b></p>	<p>This is a right to 'block' or suppress processing of your personal information.</p> <p>This right applies in various circumstances, including where you contest the accuracy of your information.</p>	<ul style="list-style-type: none"> <li>• If we are required to restrict our processing of your personal information we will be able to store it but not otherwise use it.</li> <li>• We may only retain enough information about you to ensure that the restriction is respected in future.</li> <li>• If we have disclosed your personal information to others, we must (subject to certain exceptions) contact them to tell them about the restriction on use.</li> </ul>

If you wish to exercise any of your rights, you can make a request by contacting us using the details set out **below**.

If you request the exercise of any of your rights we are entitled to ask you to provide us with any information that may be necessary to confirm your identity.

## **YOUR RIGHT TO WITHDRAW CONSENT**

If you have given us your consent to use any of your personal information, you can withdraw your consent at any time. To do so, please contact us using the details set out below.

## **HOW CAN YOU GET IN TOUCH WITH US AND WHO IS OUR DATA PRIVACY LEAD**

You can get in touch with us in the following ways:

<b>Postal address</b>	National Ministry Centre Mattersey Hall Retford Road Mattersey DN10 5HD
<b>Email address</b>	info@aog .org.uk
<b>Phone number</b>	01777 817663

We have appointed Data Privacy Lead to oversee our compliance with data protection law and this privacy notice. Their details are as follows:

AoG Inc      David Pearson  
                 Kaz Scott-Deere  
College      Robin Routledge

If you have any questions about this privacy notice, how we handle your personal information or if you wish to make a complaint, please contact one of our Data Privacy Leads.

## **RIGHT TO COMPLAIN TO THE INFORMATION COMMISSIONER'S OFFICER**

If we are unable to deal with a complaint to your satisfaction or if you are unhappy with the way we are using your personal data, you also have the right to make a complaint at any time to the UK's supervisory authority for data protection issues, the Information Commissioner's Office.

## **CHANGES TO OUR PRIVACY NOTICE**

We may update this privacy notice from time to time. If we make any substantial updates, we will provide you with a new privacy notice. We may also notify you in other ways from time to time about the processing of your personal information.