

GDPR Privacy Notice

Tree of Life (Charitable Institution House charity 232909)

Tree of Life, formally trading as Gladstones, is a Liverpool based charity dedicated to seeing the Good News of Jesus Christ spread throughout our city. We do this through provision of a building for use by charitable institutions calculated to promote either the religious or moral improvement of their fellow creature without regard to any distinction of sect or denomination. This vision is supported by a Christian bookshop and cafe located on the ground floor of our premises, located at 18 Slater Street, Liverpool, L1 4BS.

Here at Tree of Life, we are committed to ensuring the security of any personal information we collect from our customers. This privacy notice is designed to outline how we collect any personal data, how it will be used and what we're doing to make sure it stays safe.

Website

Cookies

Like many other websites, we use cookies. We use them to help you personalise your online experience.

A cookie is a text file that is placed on your hard disk by a web page server which allows the website to recognise you when you visit. Cookies only collect data about browsing actions and patterns, and do not identify you as an individual.

We use cookies for the following purposes

- Authentication, personalisation and security: cookies help us verify your account and device and determine when you access the website, so we can make it easier for you to access the services and provide the appropriate experiences and features.
- Performance and analytics: cookies help us analyse how the services are being accessed and used, and enable us to track the performance of the services. For example, we use cookies to determine if you viewed a page. This helps us provide you with information that you find interesting. We also use cookies to provide insights regarding your End Users and your sites' performance, such as page views, conversion rates, device information, visitor IP addresses, and referral sites.

- **Third Parties:** Third Party services may use cookies to help you sign into their services from our services. We also may use third-party cookies, such as Google Analytics, to assist with analysing performance. Any third party cookie usage is governed by the privacy policy of the third party placing the cookie.
- **Opting Out:** You can set your browser to not accept cookies, but this may limit your ability to use the services.

Our Site may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

Our website is designed and maintained through WordPress, for more information regarding their privacy policy please visit their website by clicking the link available on our homepage.

WI-FI

We are happy to offer a free WI-FI service to our customers. This can be accessed while on the premises and the log-in details are available in the cafe

When you use Wi-Fi we may collect data about:

- a) your device;
- b) the volume of data which you use;
- c) the websites and applications which you access; and
- d) your usage by access time, frequency and location.

Volunteering

Tree of Life is made possible through the dedicated commitment of our volunteers working in the Bookshop and Cafe. If you are interested in volunteering we would request an application form to be completed which can be collected from our premises during opening hours. In order to ensure the safety of our volunteers, customers and premises we will need to collect personal information if you are interested in working with us. This application pack will include information such as

- personal information and contact details
- employment details
- education
- criminal convictions
- referee details
- other relevant information

We will use this information to assess your application. We may also keep it in our records for future reference, although this information can be destroyed securely at your request at any time. The information will be physically stored securely within a locked office in our premises, it will only be used for the purposes of assessing your application and will not be shared any further than those involved in the decision making process. If your application is successful, your personal information will be kept on file for your ongoing welfare and security for the duration of your voluntary placement with ourselves. Please get in contact with myself if you would no longer like us to hold onto your records at gladstonesbooks@aol.com, or for any further information regarding volunteering.

Customer Orders

We like to make sure our customer's are receiving the best possible service we can offer. Therefore, if a Christian book, resource or publication is not available in store we are happy to scour the internet and find the best possible deal for acquiring it, and where possible order it in store for your collection. In order to do this we need to collect some personal information from yourself to keep you updated on your order. This will include

- name and telephone number
- any other relevant contact details

These requests can be made by either completing a form in store, over the telephone or by emailing us at gladstonesbooks@aol.com. The information you provide will only be used for the purposes of the order you have placed, including for providing any updates about the purchase and delivery. These details will not be shared any further than those responsible for completing the order process, chiefly Mr Peter Buckley. In most instances, the information is stored on a physical form and not stored digitally, and is stored securely within a locked office on our premises. The only exception would be if the request is made via email. Any email requests sent are monitored by our administrator, Mark Nuttall and relayed to Peter Buckley. Information stored regarding any completed orders will be retained until 21 days after completion to allow for any issues/ returns, after which all information will be securely destroyed.

Use of Upstairs room

As mentioned, the main objective of the charitable trust is to facilitate the furthering of the gospel in the Liverpool area by offering the use of the upstairs space of our premises to charities and individuals dedicated to the same vision. The trustees are responsible for the consideration of those who express an interest in using the space and are responsible for the final decisions over use of the room.

Any requests for use of the room should be made through Peter Grey (trustee). In this case personal information will be collected in order to contact you in relation to use of the room.

This would include to inform you of availability, any changes to policies and to maintain working relationship between those partnering with us in this vision.

The information collected would include

- name and telephone number
- information regarding charity/ organisation requesting use of the space

This information would only be used for the arrangement of and for any discussions over the use of the upstairs room and for no other purpose. The information would not be shared with any other parties without express permission from yourselves, and only ever in relation to use of the premises. The information is collected by Peter Grey and not stored electronically, but physically stored securely within a locked office on our premises.

Whilst you are in use of the room this information will need to be kept for security and safeguarding purposes, however if you are no longer utilising the space and no longer want us to hold your contact details then please contact me at gladstonesbooks@aol.com and we can securely destroy of your contact information.

You are entitled to view, amend, or delete the personal information that we hold for you at any time. Email your request to our data protection officer Mark Nuttall at gladstonesbooks@aol.com. As this is a small business, I am only available to complete these requests every Tuesday

Privacy Statement review

This statement was reviewed on **24/05/2018** in keeping with the GDPR regulation deadlines. We would advise that as this is an ongoing process to ensure compliancy, therefore we may update this privacy statement as and when our processes are improved or streamlined, so please do check through it on a regular basis. The next scheduled review of the policy will be **24/11/2018**