

PRIVACY POLICY

This privacy policy sets out how Radio Plus processes and protects personal information to keep our supporters informed about our Christian mission and being a voice of hope throughout Coventry.

WHO IS RADIO PLUS

Radio Plus is a community radio station run by Christians, working in partnership with local churches and organisations to bring a fresh message of hope to Coventry and surrounding areas.

- We inspire through giving people the chance to present or produce radio shows.
- We influence the city by giving Coventry a positive voice on air. We supported the winning bid for UK City of Culture 2021!
- We give identity to 16-30 years olds by putting you in charge of the shows! And we talk about the things that matter to you!
- We train young people to be radio mentors and share their skills. We work with partners like Positive Youth Foundation and Valley House.

Radio Plus is supported by around fifty volunteers

Coventry & Warwickshire Media Community Ltd is the data controller and processor for the purposes of data shared with Coventry Spirit (Radio) Ltd or Radio Plus

Coventry and Warwickshire Media Community Ltd. (CWMC) is a not-for-profit social enterprise, limited by guarantee, Company No. 6461333. CWMC is the trading arm of Coventry Spirit (Radio) Ltd, Charity No. 1134596. Together they are more commonly known as Radio Plus, so for the purpose of this policy, we use Radio Plus to represent both elements of the organisation.

Your Acceptance of our Privacy Policy

This policy is effective from 1 May 2018. Your continued use and interaction with Radio Plus means that you are happy for us to use your personal information as described in this policy. We may change this policy by updating this page so please check back from time to time.

If you disagree with this policy, please do not use our websites, mobile applications, social media pages, register for events, submit enquiries, participate in contests, request our products, or otherwise provide us with any of your personal details. If you previously provided us your personal details, please refer to [‘What are your personal information rights?’](#) to learn about your data rights and our contact information.

What data is covered by this policy?

This policy covers information about or linked to a natural person (personal information). It includes data we obtain from you, like your name, email address, phone number, IP address,

or mobile device's unique identifier, and may include some financial and/or faith information. We may also obtain indirect data about you from other sources.

Why does Radio Plus collect personal information?

We aim to communicate meaningful information to our supporters by post, email, text, and telephone. Our communications may include news about our progress and ways our supporters can help us accomplish our Christian mission to serve others. Aside from that, we use personal information to keep Radio Plus running, better understand how our supporters use our service, customise their experiences (including the content, marketing materials, and advertisements they see), prevent abuse and improve Radio Plus.

We will use data to:-

- *Process donations and pledges*
- *Register and welcome participants of Radio Plus events*
- *Fulfil orders (e.g., advertising, merchandising etc)*
- *Maintain supporter / donor records*
- *Send personalised fundraising and promotional messages to prospective and current supporters*
- *Prevent or detect fraud or abuses; protect our property and vital interests of other persons*
- *Enable third parties to perform contracted services and business functions on our behalf*
- *Research and analyse ways to improve our interactions with our supporters*
- *Various purposes described at the time we collect/collected personal information*

When does Radio Plus collect personal information?

We may collect personal information during your interaction with our web site www.radioplus.org.uk , Radio Plus mobile applications, our social media pages, and when you correspond with us by telephone, e-mail, post or respond to a text.

Personal information may be provided by individuals in various ways and different times. For example when they:

- *Make pledges and donations to support Radio Plus (by phone, post, in person and online)*
- *Download online materials*
- *Register for Radio Plus sponsored events*
- *Submit employment and volunteer applications and CVs*
- *Sign up to email newsletters*
- *Call our radio stations*

Does Radio Plus share personal information with others?

- We will not sell, distribute, or lease your personal information to third parties unless we have your permission and we are legally permitted, or required by law to do so.
- **Third Party Vendors**
Should we enter into contracts with carefully selected service providers, vendors, and contractor, they are required to safeguard your personal information and only use it for our benefit (not theirs).
- **Law Enforcement; Judicial Proceedings; Protecting Rights**
We may be required to share personal information when a law enforcement agency legitimately exercises a power, are compelled by an order of the Court, or it is necessary for us to protect or defend our rights, property, or the safety of others.

What are your personal information rights?

- **Contact Radio Plus:** If you have any questions or concerns about this policy or wish to exercise your rights, please contact us by email at admon@radioplus.org.uk or post to Data Controller, Radio Plus, 5 Hertford place, Coventry, CV1 3JZ.
- **Complaints:** We endeavour to respond to you within 30 days from receipt of your correspondence related to privacy matters. However, you have the right to contact the data protection supervisory authority to lodge a complaint with the UK Information Commissioner's Office online at <https://ico.org.uk/concerns/handling>
- **Access:** You have the right to request us to provide you details of the personal information we hold about you.
- **Correction:** You have the right to ask us to correct our records if you believe they contain incorrect or incomplete information about you.
- **Erasure:** You have the right to erasure (deletion), without undue delay, of your personal information for which you later withdraw your consent to processing, or when it is no longer needed for purpose it was originally collected.
- **Processing Restrictions:** You have the right to temporarily restrict our processing of your personal information if: you contest the accuracy of your personal information; you prefer we restrict its use rather than erase it; you need it to be preserved to establish, exercise, or defend a legal claim; whilst you are verifying whether we have overriding legitimate grounds to use it. You have the right to be informed before we lift the processing restriction.
- **Data Portability:** You have the right to ask us to provide you (in a structured, commonly used, and machine-readable format without hindrance) personal information about you that we have which you had provided to us. You may ask us to transmit it directly to another controller if it is technically feasible.
- **Automated Individual Decision-making:** Radio Plus does not currently employ automated processing/ profiling that produce legal effects on individuals. You have the right to object to direct marketing profiling (See "Right to Object to Direct Marketing" below).

Our Legitimate Interest to Send You Direct Marketing Communications

We believe that our supporters share our genuine interest of spreading the gospel across the city through our diverse media channels.

We also believe that our supporters expect us to tell them about new opportunities to contribute to our unique and rewarding work.

We believe that this type of communication is a legitimate interest of ours that also respects our supporters' rights and freedoms (see '*Right to Object to Direct Marketing*').

- ***Right to Object to Direct Marketing:*** You always have the right to object to receiving direct marketing from us even if we believe that we have a legitimate interest to communicate with you in this way. You can contact us to request that we stop all direct marketing messages by emailing us at admin@radioplus.org.uk or submitting your objections to receive our marketing communications by submitting a request addressed to Radio Plus, 5 Hertford place, Coventry, CV1 3JZ.
- ***How to Stop Email Marketing:*** Simply click on the unsubscribe link within any email. Requests are usually processed immediately but please allow ten (10) business days for the removal request to be processed. Even after you unsubscribe from promotional email messages, you may still receive transactional (non-marketing) messages from us

Security

We are committed to ensuring personal information is secure. We have put security measures in place to attempt to protect against the loss, misuse, and alteration of personal information under our control. For example, we use secure server software (SSL) to encrypt financial and personal information we collect online. We do not store credit card details. Unfortunately, the transmission of data across the internet is not completely secure and whilst we do our best to try to protect the security of your information, we cannot ensure or guarantee that loss, misuse or alteration of data will not occur whilst data is being transferred. We also put administrative procedures in place to, for example, only allow authorised personnel to access systems containing personal information. If you have access to parts of our websites or use our services, you remain responsible for keeping your user ID and password confidential.

Data Retention; Storage & International Data Transfers

- ***Data Retention:*** We will keep personal information only for as long as we need it to maintain our relationship with you, provide you with the products, services or information you requested, to inform our research into the preferences of our supporters, to comply with the law, and to ensure we do not communicate with individuals that asked us not to. When we no longer need

the information, we will dispose of it securely, using specialist companies to do this work for us if necessary.

- **Storage & International Data Transfers:** Personal information is stored by us on computers located in the UK and by services hosted in the US & EU. We may also store information in paper files. We may transfer personal information to reputable third party organisations situated inside or outside the European Economic Area. These organisations are required to safeguard personal information pursuant to their contractual obligations or participation in international data transfer mechanisms including the US-EU Privacy Shield framework.

Does Radio Plus use cookies?

We use cookies to help us provide you with a better online experience. Most browsers automatically accept cookies but you can modify your browser setting to decline cookies.

You can usually use the browser that you are viewing us through (or application settings) to enable, disable or delete cookies. To do this, follow the instructions provided by your browser or mobile telephone (usually located within the “Help”, “Tools” or “Edit” settings). Please note that if you set your browser to disable cookies, you may not be able to access secure areas of our sites and other parts of our sites may also not work properly.

You can find out more information about how to change your browser cookie settings at <http://www.allaboutcookies.org/>.

Some third parties may use Advertising Cookies to help gather information about your browsing activity so that they can deliver website advertising to you that is relevant to your interests. We do not use advertising cookies. The advertising industries in EU have developed schemes to help you opt-out of receiving cookies used for these purposes. You can find out more about the EU scheme from <http://www.youronlinechoices.eu/>.

The types of cookies used on our sites can generally be put into one of five categories: Strictly Necessary; Analytics; Functionality; Advertising; and Social Media. Cookies may be presented by us (first party) and others (third parties).

Learn More.

Five Categories of Cookies

- **Strictly Necessary Cookie.** *These cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website. These cookies don't gather information about you that could be used for marketing or remembering where you have been on the internet. This category of cookies cannot be disabled.*
- **Analytics Cookies.** *These cookies collect information about how people are using our sites, for example which pages are visited the most often, how people are moving from one link to another and if they get error messages from certain pages. These cookies don't gather information that identifies you. All information these cookies collect is grouped together with information from other people's use of our sites on an anonymous*

basis. Overall, these cookies provide us with analytical information about how our sites are performing and how we can improve.

- **Functionality Cookies.** These cookies allow us to remember choices you make and tailor our sites to provide enhanced features and content to you. For example, these cookies can be used to remember your user name, language choice or country selection, they can also be used to remember changes you've made to text size, font, and other parts of pages that you can customise.

First Party Cookies; Third Party Cookies

- **"First party cookies"** are cookies that belong to us and that we may place on your PC or device.
- **"Third-party cookies"** are cookies that another party may place on your PC or browsing device when you visit our sites. We believe it is important for you to know what third-party cookies we use on our website and services. Here is a list of the third-party cookies that we currently use. As we develop and improve our services, we may use other third parties that are not listed below.

Google Analytics

These cookies allow us to see how you use our website and mobile application so that we can improve your experience. We encourage you to read the Google Privacy Policy. If you do not want data reported by Google Analytics, Google permits you to opt out by installing the Google Analytics Opt-out Browser Add-on.

Google AdWords

These cookies allow our vendors to serve ads based on your past visits to our sites and for remarketing purposes. Google may use this cookies and other tracking technology to show you our ads across the internet. Google permits you to opt out of Google's use of these cookies by visiting Google's Ads Settings.

Social Media Features

Our website may include social media features, like the Facebook recommend button or interactive mini-programmes that run on our site. If you use these features, they will collect your IP address, which page you are visiting on our site, and set a cookie to enable the feature to function properly. Features may be hosted by a third party or hosted directly on our site. Your interactions with these features are governed by the privacy policy of the company providing the feature, not by our privacy policy.

Do cookies ever expire or change?

The length of time a cookie will stay on your browsing device depends on whether it is a "persistent" or "session" cookie. Session cookies will only stay on your device until you stop browsing. Persistent cookies stay on your browsing device after you have finished browsing until they expire or are deleted. Information about the cookies we use may be

updated from time to time, so please check your browser on a regular basis for any changes.

Links to non-Radio Plus websites

Our websites may contain links to other sites of interest. However, once you leave our site, we do not have any control over those other sites and such sites are not governed by this privacy policy.

We are not responsible for the protection or privacy of any information that you provide whilst visiting other sites. We recommend that you exercise caution and look at the privacy statements applicable to the website in question.

Terms of Use: Radio Plus does not provide any guarantee or warranty as to the availability and functionality of this site or related services and will not be liable for any loss arising from the unavailability of this site or related services.

