



## Privacy Policy

Prison Fellowship England and Wales is a leading prison charity, registered in England and Wales (1102254). We are also a company limited by guarantee, registered in England and Wales (5003795). Our registered address is Griffin Stone Moscrop & Co, 21-27 Lambs Conduit Street, London, WC1N 3GS.

This Privacy Policy explains how Prison Fellowship collects and uses your personal information. We encourage you to read this policy carefully. If you would like to learn more about our data protection and privacy policies or discuss this further, you can contact our Support Team, who will be happy to help.

Address: Prison Fellowship, PO Box 68226, SW1P 9WR

Phone: 020 7799 2500

Email: [info@prisonfellowship.org.uk](mailto:info@prisonfellowship.org.uk)

Our Data Protection Officer is Jo Henderson ([communications@prisonfellowship.org.uk](mailto:communications@prisonfellowship.org.uk))

***This Privacy Policy was last updated on: 20<sup>th</sup> May 2025.***

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### 1. OUR PROMISE

Prison Fellowship is committed to respecting your privacy and ensuring the personal information you have entrusted to us is held securely. We process personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003 (as amended).

### 2. CONTROLLERS AND PROCESSORS

A data controller determines the purposes and means of processing personal data. Prison Fellowship is the data controller of your personal information. Our Support Team Team is responsible for determining the purposes and means for processing data, i.e. how and why the data is processed. A data processor is responsible for processing personal data on behalf of a controller.

When we hold or use your personal information as a data controller we will provide you with this privacy policy which sets out in detail what information we hold about you (such as your contact

details, address, etc.), how your personal information may be used and the reasons for these uses, together with details of your rights.

### 3. HOW WE COLLECT PERSONAL INFORMATION

We collect personal information in a number of ways including directly from you and from publicly available sources, as outlined below. We process your personal data based on different lawful bases depending on the purpose, such as your consent, our legitimate interests, or performance of a contract.

We collect personal information directly from you when you:

- Make a donation, or become a regular giver;
- Sign up to receive our newsletters or other communications;
- Visit our website (please see our Cookies section for more details);
- Apply to volunteer with Prison Fellowship;
- Register to fundraise on our behalf, e.g. RideLondon, London Marathon;
- Request resources to promote our work in your local community or church;
- Contact us with an enquiry;
- Complete a survey;
- Become a church partner;
- Register for or attend a Prison Fellowship event;
- Apply for a job with Prison Fellowship.

We may also collect personal information from other sources, including:

- Address validation services, such as Royal Mail postcode finder or National Change of Address update (NCOA®) database;  
Publically available sources, such as the Charity Commission, Companies House, the electoral roll, or information published in articles or newspapers.

For more information on how we use publicly available information, please refer to the Fundraising section of this policy.

### 4. THE PERSONAL INFORMATION WE COLLECT

***We process special category data under the lawful basis of explicit consent (Article 9(2)(a)) or where it is carried out by a not-for-profit organisation with a religious aim (Article 9(2)(d)), and only where such processing relates to members or former members.***

***We regularly collect the following personal information from you:***

- Personal identifiers such as your title, name and date of birth;
- Contact details including postal address, postcode, email and telephone numbers;
- Financial information such as your bank details;

- Whether you are a UK taxpayer;
- How you found out about Prison Fellowship;
- Records of your contact with us.

***As a Prison Fellowship volunteer we will also collect:***

Information that you provide us with in your Volunteer Application Form, including:

- details about your church affiliations and personal faith;
- details about any health conditions that would impact your volunteering;
- details of criminal records;
- letters you write to your pen-pal in prison;
- records of any training you take part in as part of your volunteering.

***Sensitive personal data***

The UK GDPR recognises some information as ‘special category personal data.’ This includes, but is not limited to, information which reveals your religious beliefs, health status, racial or ethnic origin and any criminal convictions.

As a faith-based organisation, Prison Fellowship may, where necessary, collect details about your church affiliation and personal faith. We may also receive prayer requests which reveal special category data. These are shared confidentially within our internal prayer sessions.

Prison Fellowship will always treat any special category data with enhanced care and will process such information in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018.

We do not knowingly collect personal information from children under 13 without the consent of a parent or guardian. If we become aware that we have received such information without appropriate consent, we will delete it.

## **5. WHY WE COLLECT YOUR PERSONAL INFORMATION**

- To process regular giving payments and any other donations;
- To reclaim tax on Gift Aid donations, if applicable;
- To verify that you are over 18 and if not, obtain permission from your parent/guardian to process your information or accept any regular donations;
- When you visit our website, we may gather information about which pages you visit to help us improve and provide you with the best service;
- To determine and improve the effectiveness of our website and marketing campaigns;
- To create and manage effective partnerships with UK churches;
- To keep you informed about our work (please see more details in the Marketing Permissions section);
- To enable us to contact you with relevant and the most appropriate information. Please see more details in the Fundraising section;

- To manage and coordinate our volunteers;
- For compliance with employment law and other statutory requirements.

## 6. CREDIT AND DEBIT CARD PAYMENT INFORMATION

When you make a donation to us online or over the phone, Prison Fellowship ensures that this is done securely and in accordance with the Payment Card Industry Data Security Standard. Credit or debit card details are never recorded or stored in any of our systems on completion of your transaction. Remember: don't send an email with any credit or debit card details.

## 7. MARKETING PERMISSIONS

We love sharing news and stories about how your support is transforming lives in prison. This includes sending you information about our work, news, appeals, events, information on volunteering and prayer requests.

We will always ask for your permission to contact you by email or post for marketing purposes, and your details will never be shared with or sold to any third party for marketing purposes.

Prison Fellowship is committed to respecting your choice to receive marketing information. You can update your permission and contact preferences at any time by:

- Calling our Support Team on 020 7799 2500
- Emailing [info@prisonfellowship.org.uk](mailto:info@prisonfellowship.org.uk)
- Clicking the 'unsubscribe' link included in the footer of each email communication we send

## 8. FUNDRAISING

Prison Fellowship delivers life-transforming programmes in prisons across England and Wales, including *Angel Tree* - our gift programme for children of parents in prison, and mothers of young offenders; *Letter Link* – creating supportive connections between volunteers and people in prison through regular letters; and providing diverse and vital support to prison chaplaincies through our volunteer presence.

Fundraising is essential for Prison Fellowship to make a lasting difference in the lives of people in prison and their families. To fundraise more effectively and steward our resources wisely, we sometimes conduct research to gain a better understanding of our supporters. This helps us tailor our communications and funding requests to those who may be most interested in and able to support our work

We process this information on the basis of our legitimate interests, always ensuring our approach is proportionate and respectful. This research may involve combining the information you have provided to us with publicly available data from sources such as:

- Companies House and published articles or newspapers;

- Public social media profiles (e.g. LinkedIn), based on your privacy settings and the platform's policies.

You can object at any time to your information being used in this way by emailing [info@prisonfellowship.org.uk](mailto:info@prisonfellowship.org.uk) or calling us on 020 7799 2500. We will always respect your preferences.

## **9. WHO WE SHARE YOUR INFORMATION WITH**

We may share your personal information with trusted third parties where it is necessary to provide products you have requested from us or where they are contracted to develop or maintain our systems.

We monitor information security compliance and have written contracts which obligate our partners or third party providers to process your personal information only on our instructions and in accordance with applicable data protection and privacy laws.

Prison Fellowship may be under duty to disclose your personal information where required in order to comply with any legal obligation.

## **10. HOW LONG WE KEEP YOUR DATA**

Prison Fellowship will only keep your personal information for as long as it is required and in accordance with statutory requirements. For example, HMRC requires that we keep a record of your name, address and Gift Aid declaration for six years from the date of your last donation. Where the information is no longer required, we will ensure that it is disposed of in a secure manner.

If you have indicated that you do not wish to hear from us in the future, we will keep the minimum information necessary to ensure we avoid contacting you any further.

## **11. SECURITY**

PF employs a range of technical and organisational measures to safeguard your personal information and to prevent unauthorised access, use or disclosure. These may include secure servers, encryption, firewalls, access controls and regular Support Team training.

While we take every reasonable step to protect your personal data, please note that no method of transmission over the internet or method of electronic storage is ever completely secure. However, we are committed to maintaining the highest possible standards of data security.

## **12. YOUR INFORMATION RIGHTS AND CHOICES**

Under the UK General Data Protection Regulation (UK GDPR), you have a number of rights regarding your personal information. These include the right to:

- request access to the personal data that Prison Fellowship holds about you (commonly known as a Subject Access Request);
- ask us to correct or update inaccurate or incomplete personal data;
- request the erasure of your data, where it is no longer necessary for us to retain it;
- ask us to restrict processing of your data in certain circumstances;
- object to the processing of your personal data, particularly where we rely on legitimate interests or use your data for marketing;
- request that we stop using your personal information for direct marketing;
- request your data be provided to you in a portable format so you can transfer it to another organisation;
- be informed if any decisions are made about you solely by automated means.

You can exercise these rights at any time by contacting us at [info@prisonfellowship.org.uk](mailto:info@prisonfellowship.org.uk) or calling 020 7799 2500. We will respond in accordance with the requirements of the UK GDPR and aim to handle all requests fairly and promptly.

The Privacy and Electronic Communications Regulations (PECR) gives you the right to:

- choose whether or not to receive marketing communication from us by email, text or telephone. Please see the Marketing Permissions section for more information about how to change or update your contact permissions and preferences;
- know about the cookies Prison Fellowship uses, so that you can decide whether to give us permission to store a cookie on your device. Please see the Cookies section for more information.

For more information about your rights and data protection, visit the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk)

### 13. COOKIES

Cookies are small text files that are placed on your computer by websites that you visit. Prison Fellowship uses cookies to enable our website to function effectively, to improve your experience and to determine and improve the effectiveness of our website and marketing campaigns.

Here is a brief overview of the types of cookies we use on the Prison Fellowship websites, which consist of four categories:

- CMS cookies – our Prison Fellowship website is created in a CMS (Content Management System) called WordPress, which places a small number of standard WordPress cookies on your computer as you use it. Additional cookies will be placed on your computer if you are an editor on this CMS system (for example if you are a Prison Fellowship staff member or an IT contractor).
- Cookies to improve your experience – we use a small number of cookies on our website to help you get the best experience. Similarly, the first time you load the Prison Fellowship homepage, you will see a notice at top of the page about cookies. We place a cookie on your

computer when you press 'X', so that you don't see this notice in future. We also embed YouTube and Vimeo films on our website regularly. We are unable to prevent these sites, or external domains, from collecting information on your usage of this embedded content. If you are not logged in to these external services then they will not know who you are but are likely to gather anonymous usage information for example, number of views, plays, loads etc.

- Analytics – Examples include Google Analytics. Google Analytics cookies collect information about how visitors use a website and help us to continually improve our website. For instance, which pages visitors go to most often and if they get error messages from web pages. These cookies don't collect information that identifies you. All information these cookies collect is aggregated and therefore anonymous. Prison Fellowship uses this data to help us to understand: which pages people visit on the site, which internet browsers are being used, what is popular on our website, which pages on the website are visited before people donate or register to volunteer.
- Paid advertising (Google, Facebook and Bing) – we use cookies from trusted third parties to measure the effectiveness of paid advertising to ensure the money we spend is used effectively. They also enable us to either service advertisements to or exclude people who have visited our websites. Cookies from Google, Bing and Facebook allow us to track traffic to our website to tell us if our marketing campaigns are successful, and ensure we are spending our advertising budgets as efficiently as possible.

#### *How to manage your cookie settings:*

Many web browsers such as Internet Explorer, Google Chrome or Safari, will allow some control over cookies through their settings. To manage your cookie settings, please refer to your browser software. For more information about cookies and how to delete them, visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org)

#### *Acceptance of cookie use:*

By using our website, you agree to our use of cookies. This is subject to any preferences or browser setting you may have.

## **14. LOG FILES**

In common with most websites, our Site logs various information about visitors, including internet protocol (IP) addresses, browser type, internet service provider (ISP) information, referring / exit pages and date / time stamp.

We may use this information to analyse trends, administer the Site, track your movement around the Site and gather broad demographic information.

## **15. WEBSITE COMMENTS AND MEDIA**

- Comments - When visitors leave comments on the site we collect the data shown in the comments form, and also the visitor's IP address and browser user agent string to help spam detection. If you leave a comment, the comment and its metadata are retained indefinitely.

This is so we can recognise and approve any follow-up comments automatically instead of holding them in a moderation queue.

- An anonymised string created from your email address (also called a hash) may be provided to the Gravatar service to see if you are using it. The Gravatar service privacy policy is available here: <https://automattic.com/privacy/>. After approval of your comment, your profile picture is visible to the public in the context of your comment.
- Articles on our website may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website. These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracing your interaction with the embedded content if you have an account and are logged in to that website.

## **16. REPORTING CONCERNS**

Please contact us if you have any questions, or would like to raise a concern about Prison Fellowship's handling of your personal information. You can contact our Data Protection Officer by emailing [communications@prisonfellowship.org.uk](mailto:communications@prisonfellowship.org.uk) or calling 020 7799 2500.

You also have the right to lodge a complaint with the Information Commissioner's Office about how we manage your data.

## **17. CHANGES TO THIS PRIVACY NOTICE**

Prison Fellowship will review our privacy notice regularly. The terms of this notice may be updated at any time, for example, in the event of changes in law and how we operate. Please do check our website from time to time. If there are any significant changes in the way we process your personal information, we will provide a prominent notice on our website or send a notification. This notice was last updated on 20<sup>th</sup> May 2025

**Thank you from everyone at Prison Fellowship for your continued support  
and generosity towards our ministry with people in prison.  
You are transforming lives for good.**