

BOUNTIFUL BRIDGES PRIVACY POLICY

Effective Date: 01-January-2026

Last Updated: 01-January-2026

1. Introduction

Bountiful Bridges ("we", "our", "us") is committed to protecting and respecting your privacy.

Bountiful Bridges is a community initiative operating under the oversight of RCCG Vineyard Chapel Newport. We provide community support services, youth programmes, educational initiatives, wellbeing activities, food support services, and other charitable activities.

This Privacy Policy explains how we collect, use, store, protect, and share personal information when you use our website, participate in our programmes, volunteer with us, donate to us, or otherwise engage with our services.

We are committed to handling personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable laws.

2. Who We Are

Organisation Name: Bountiful Bridges

Postal Address:

Mountjoy Street

Newport

NP20 2FA

United Kingdom

Email:

hello@bountifulbridges.org

For any questions regarding this Privacy Policy or your personal information, please contact us using the details above.

3. Information We Collect

We may collect and process the following categories of information:

Personal Information

- Full name
- Date of birth (where relevant)

- Address
- Telephone number
- Email address
- Emergency contact information

Programme Participation Information

- Event registrations
- Volunteer applications
- Programme attendance records
- Community support requests
- Feedback and survey responses

Donation Information

When you make a donation, we may collect:

- Name
- Contact details
- Donation amount
- Payment information

Please note that payment card information is typically processed securely by third-party payment providers and is not stored on our systems.

Website Usage Information

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device information
- Operating system
- Pages viewed
- Website usage statistics
- Cookies and tracking data

4. Special Category Data

In some circumstances, we may need to collect sensitive information where necessary for the delivery of our services.

This may include:

- Health or medical information
- Disability information
- Dietary requirements

- Accessibility requirements
- Safeguarding-related information

We only collect such information where:

- You have provided consent;
- It is necessary to protect someone's welfare;
- It is required by law;
- It is necessary for safeguarding purposes.

5. How We Use Your Information

We may use your personal information to:

- Deliver our programmes and services
- Manage registrations and attendance
- Communicate with participants and volunteers
- Respond to enquiries
- Process donations
- Improve our services
- Monitor programme effectiveness
- Meet safeguarding responsibilities
- Comply with legal obligations
- Prevent fraud or misuse
- Maintain organisational records

6. Legal Basis for Processing

We process personal information under one or more of the following legal bases:

Consent

Where you have given us clear permission to process your information.

Legitimate Interests

Where processing is necessary to operate and improve our services.

Legal Obligation

Where we are legally required to process information.

Vital Interests

Where processing is necessary to protect someone's safety or wellbeing.

Public Interest

Where processing supports charitable or community activities.

7. Cookies and Website Analytics

Our website may use cookies and similar technologies.

Cookies help us:

- Understand website usage
- Improve user experience
- Monitor website performance
- Remember user preferences

You can control cookie settings through your browser.

Disabling cookies may affect website functionality.

8. Marketing Communications

We may send newsletters, updates, event information, and organisational news where you have opted in to receive them.

You may unsubscribe at any time by:

- Clicking the unsubscribe link in emails
- Contacting us directly

We will never sell your personal information to third parties for marketing purposes.

9. Sharing Information

We may share information with:

Service Providers

Trusted providers who help us operate our services, including:

- Website hosting providers
- Email providers
- Payment processors
- IT support providers

Regulatory Authorities

Where required by law.

Safeguarding Authorities

Where necessary to protect children, young people, vulnerable adults, or others at risk.

Funding Bodies

Where anonymised or aggregated information is required for reporting purposes.

We will only share information when necessary and lawful.

10. International Data Transfers

Where any service provider stores data outside the United Kingdom, we will ensure appropriate safeguards are in place to protect your information.

11. Data Security

We take appropriate technical and organisational measures to protect personal information.

These measures include:

- Secure passwords
- Restricted access controls
- Encrypted systems where appropriate
- Secure storage of records
- Staff and volunteer training
- Regular security reviews

Despite our efforts, no online system can be guaranteed completely secure.

12. Data Retention

We keep personal information only for as long as necessary.

Retention periods may vary depending on:

- Legal requirements
- Funding requirements
- Safeguarding obligations
- Operational needs

When information is no longer required, it will be securely deleted or destroyed.

13. Your Rights

Under UK GDPR, you have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of information

- Restrict processing
- Object to processing
- Withdraw consent
- Request data portability
- Lodge a complaint

To exercise these rights, please contact us using the details provided in this policy.

14. Safeguarding and Confidentiality

As a community organisation working with families, young people, and vulnerable individuals, there may be circumstances where safeguarding concerns override normal confidentiality requirements.

Where necessary to protect someone from harm, information may be shared with appropriate authorities without consent, where permitted by law.

15. Children's Privacy

We are committed to protecting children's privacy.

Where services involve children under 18 years of age, information will be collected and processed responsibly and, where appropriate, with parental or guardian involvement.

Additional safeguards apply to information relating to children.

16. Third-Party Websites

Our website may contain links to third-party websites.

We are not responsible for the privacy practices of external websites.

Users should review the privacy policies of those websites separately.

17. Changes to This Policy

We may update this Privacy Policy from time to time.

Any significant changes will be published on our website.

The latest version will always be available online.

18. Complaints

If you have concerns about how your information is handled, please contact us first so we can attempt to resolve the issue.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Information Commissioner's Office (ICO)

Website: www.ico.org.uk

Telephone: 0303 123 1113

19. Contact Us

For questions regarding this Privacy Policy or your personal data, please contact:

Bountiful Bridges

Mountjoy Street

Newport

NP20 2FA

United Kingdom

Email: hello@bountifulbridges.org

We are committed to protecting your privacy and handling your personal information responsibly, transparently, and securely.