



At Heaven in Healthcare, we care deeply about your privacy. Whether you're visiting our website, signing up for emails, making a donation, or booking a ticket to our conference, we want you to know how your information is used and protected.

This policy explains what personal data we collect, how we use it, and your rights.

1. Who We Are

Heaven in Healthcare is a UK charity based at Eastgate Church in Kent. We support Christian health and social care workers who want to live out their faith in their workplace. This privacy policy applies to our website - www.heaveninhealthcare.com - and to any information you share with us when, for example, booking a ticket to our conference, signing up to receive updates, or making a donation.

2. The Information We Collect

We may collect the following types of information:

- Contact details: such as your name and email address (e.g. when you sign up for updates or book tickets).
- Payment information: when you make a donation or buy a ticket, your payment details are processed securely through Stripe.
- Communication preferences: if you opt in to receive emails, we will use your information to keep in touch.
- Technical information: such as your IP address and browser type (may be collected via Google Analytics).

3. How We Use Your Information

We use your information to:

- Process your conference bookings and payments
- Communicate with you about the event (including updates or follow-up messages)
- Send you our newsletters, blogs, or updates - if you've asked to receive them
- Process donations
- Monitor and improve our website performance

We will not sell or rent your information to any third party.



4. Our Service Providers

We use a few trusted third-party services to help us run the charity and communicate with you. These include:

- **Stripe, Paypal and GoCardless** - for secure processing of ticket payments and donations
- **Mailchimp** - for email newsletters (soon to be replaced by ChurchSuite)
- **ChurchSuite** - which we are moving to for event booking and communication
- **Google Analytics** - to understand how our website is used
- **Microsoft Office 365** - for e-mail communications
- **Hetzner Online GmbH** - for website hosting
- **CAF Bank** - for banking

These services have their own privacy policies and meet data protection standards.

5. Your Rights

Under UK data protection law (UK GDPR), you have the right to:

- Access the personal data we hold about you
- Correct or update your information
- Request deletion of your data
- Withdraw your consent (e.g. unsubscribe from emails)

You can make a request at any time using the contact details below.

6. Data Security

We take steps to protect your personal data from loss, misuse, or unauthorised access. This includes using secure technology and limiting access to your data.

7. Cookies

We may use cookies to help improve your experience on our site. You can choose to disable cookies in your browser if you prefer.



8. Contact Us

If you have any questions about this policy or how we handle your data, please contact us:

Heaven in Healthcare
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Northfleet
Kent DA11 8AD
Email: enquiries@heaveninhealthcare.com