

## Terms And Conditions

### **Introduction**

This website is owned by Suffolk Wellbeing (a trading name of Beacon Church) and has its registered office at Beacon Church, Oakes Road, Bury St Edmunds, Suffolk, IP32 6PX, UK. Beacon Church, is a registered charity (Charity Number 1054428).

Suffolk Wellbeing is a faith based, online wellbeing resource to support people in Suffolk.

This website is not intended to replace a consultation with an appropriately qualified health professional. We cannot guarantee that information provided by us through this website will meet your health or medical requirements. If you are concerned about your wellbeing, please contact your GP or another appropriate health professional.

The following terms and conditions are designed to ensure that users of Suffolk Wellbeing will get the greatest benefit from this resource and understand how their personal information is processed and stored. These terms and conditions (together with any documents referred to in them) tells you the terms of use on which you may make use of our website, and its services.

Please read these terms of use carefully before you start to use our website, as these will apply to your use of our website. We recommend that you print a copy of this for future reference. By using our website, you confirm that you accept these terms of use and that you agree to comply with them. If you do not agree to these terms of use, you must not use our website.

### **Emergency or Crisis Use**

Suffolk Wellbeing is not intended for use in emergencies or a crisis. If you require emergency support, please contact organisations such as the Samaritans or call 999.

### **Use of the Request Prayer Service**

Users of the Request Prayer service will be expected to agree and understand that this service must not be used to raise immediate or serious concerns. If you are at risk of harm or harming others then please use the following numbers, the correct numbers to call are 999 or the Samaritans on 116 123. Alternatively, you should contact your GP or out of hours GP service.

## **Other Applicable Terms**

These terms and conditions refer to the following additional terms, which also apply to your use of our website:

- Our Data Protection policy which sets out the terms on which we process any personal data we collect from you, or that you provide to us. By using our website, you consent to such processing, and you warrant that all data provided by you is accurate.

## **Use of Cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## **Changes to these terms and to the website**

We may amend these terms and conditions from time to time, and the revised version will be effective when displayed here.

We aim to ensure that the information published on our website is accurate and consistent with current knowledge, understanding and practice across the partnership and within guidelines for legislation and practices around social inclusion. However, knowledge and practice is constantly evolving and individual cases may require specific advice that cannot be addressed through this website.

Accordingly, please note that this website is provided for information only; any of the content on our website may be out of date at any given time; and we are under no obligation to update it. We do not guarantee that our website, or any content on it, will be free from errors or omissions.

### **Availability**

We cannot guarantee uninterrupted access to this website and its services, or the websites to which it links. We accept no responsibility for any damage arising from the unavailability of this website or the information it contains.

### **Intellectual property**

The names, images and logos identifying Suffolk Wellbeing or Beacon Church are the property marks of Beacon Church. The material on this website is subject to copyright protection (Beacon Church) unless otherwise indicated.

Beacon Church copyright-protected material (but excluding logos and other trademarks) may be reproduced free of charge in any format or medium for research, private study or for internal circulation within an organisation. This is subject to the material being reproduced accurately and not used in a misleading context.

Where any of the Suffolk Wellbeing/Beacon Church copyright items on this website are being republished or copied to others, the source of the material must be identified and the copyright status acknowledged. The permission to reproduce Suffolk Wellbeing protected material does not extend to any material on this website that is identified as being the copyright of a third party. Authorisation to reproduce such material must be obtained from the copyright holders.

If you print off, copy or download any part of our website in breach of these terms of use, your right to use our website will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.

### **Links policy**

Suffolk Wellbeing is not responsible for the contents or reliability of the linked websites and does not necessarily endorse the views expressed within them. Listing shall not be taken as endorsement of any kind. We cannot guarantee that these links will work all of the time and we have no control over the availability of linked pages.

You do not have to ask permission to link directly to pages hosted on this site

## **Accuracy**

Every effort is taken to ensure that the information contained in this website is both accurate, complete and up to date.

## **Privacy Notice**

These terms and conditions and any other documents referred to on it sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting Suffolk Wellbeing, you are accepting and consenting to the practices described in these terms and conditions.

For the purpose of the Data Protection Act 1998, the data controller is Beacon Church, Oakes Road, Bury St Edmunds, Suffolk, IP32 6PX, UK. Beacon Church is a registered charity (Charity Number 1054428).

We may collect and process the following data about you:

- Information you give us. You may give us information about you by filling in forms on our website or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our website, access our Request Prayer service, [participate in discussion boards or other social media functions on our website], and when you report a problem with our website. The information you give us may include your name, address, e-mail address, phone number, and any other personal information volunteered to us by you.
- Information we collect about you. With regard to each of your visits to our website we may automatically collect the following information: technical information, including the Internet protocol (IP) address used to connect your computer to the internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.

The information you supply on the Request Prayer form will be sent to Suffolk Wellbeing, which is part of Beacon Church. It will only be used to process your request for prayer provided by Suffolk Wellbeing. Any details you supply will be treated confidentially.

Our website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **Information security and virus protection**

We make every effort to check and test material at all stages of production. However, we do not guarantee that our website will be secure or free from bugs or viruses. It is always wise for you to run an antivirus programme on all material downloads from the internet. We cannot accept any responsibility for any loss, disruption or damage to your data or your computer system that may occur while using material derived from this website.

You must not reverse engineer, decompile, copy or adapt any software or other code or scripts that form part of our website, nor shall you misuse our website by knowingly introducing viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to our website, the server on which our website is stored or any server, computer or database connected to our website. You must not attack our website via a denial-of-service attack or a distributed denial-of service attack. By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our website will cease immediately.

## **Conduct**

All users of this service must act at all times in line with the requirements of the Equality Act 2010 in relation to people with protected characteristics. Namely:

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sex
- Sexual Orientation]