

Liberty Radio Privacy Policy



Introduction

This policy covers use of the Liberty Radio Website and App.

Liberty radio promises to respect your privacy and personal data and to be transparent about how we collect and process it. If you have any questions about this privacy policy or wish to exercise your rights, please contact us:

- By email: info@libertyradio.co.uk
- By telephone: 0207 686 6000

We aim to respond as quickly as possible. You also have the right to report a concern directly to the Information Commissioner's Office at www.ico.org.uk/concerns or by telephoning their helpline on 0303 123 1113.

We would, however, appreciate the chance to deal with your concerns before you approach the ICO, so please contact us in the first instance by writing to: <https://data.uckg.org>

The personal information we collect and what we use it for.

You may give us your Identity and Contact Data by filling in forms, writing to us or by providing this information over the telephone:

- Personal identifiers such as your name and date of birth
- Contact details including email and telephone number
- Testimonies and participation on air
- Records of your contact with us
- Personal information according to our [Cookie Policy](#)
- IP address

We may use this information to:

- respond to requests and enquiries
 - record any contact we have with you
 - provide information about our services, activities or online content
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Your personal information rights

- Staying informed: You have the right to be informed about the collection and use of your personal data, as explained in this privacy policy.

- Rectification: You have the right to have inaccurate personal data rectified, or completed if it is incomplete. We will respond to your request as soon as possible, and no later than within one month.
- Erasure: You have the right to request that your personal data is erased where we rely on your consent and you later withdraw that consent, or where the data is no longer needed for the originally intended purpose. We will respond to your request as soon as possible, and no later than within one month.
- Processing restriction: You have the right to request the restriction or suppression of your personal data if: you query the accuracy of your personal information; you wish us to restrict its use rather than erase it; you need it to be preserved in connection with a legal claim; whilst you are verifying whether we have overriding legitimate interests in using it. You also have the right to be informed before we lift the processing restriction. We will respond to your request as soon as possible, and no later than within one month.
- Right to object: You have the right to object to us processing of your personal data, including the absolute right to stop your data being used for direct marketing and fundraising ('opting out'). Please note that it may take a few weeks for you to stop receiving this information due to production lead times. In cases other than direct marketing and fundraising, we may be able to continue processing if we can demonstrate that we have an overriding reason for doing so. We will respond to your objection as soon as possible, and no later than within one month.
- Automated decision making and profiling (without any human involvement): We do not employ automated decision making and profiling that produce legal effects on individuals.

Retention of data

Our policy is not to keep personal data for longer than necessary in order to carry out the purposes for which it is processed. This is kept constantly under review depending on the particular purpose, legal requirements and best practice.

- Chat messages – deleted weekly
 - Contact form data – deleted every 2 months
 - Website enquiry data – deleted every 2 months
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Data processed by third parties

Where third parties process personal data on our behalf, we require that these are compliant with Data Protection law. We only provide these organisations with the information they need to deliver necessary services. They are prohibited from using this information for any other purpose, unless you have previously given your consent.

Third-Party Technologies

Our website uses third-party technologies to enhance functionality, analyse user interactions, and ensure security. These technologies may collect certain personal data to operate effectively. Below, we provide a summary of these third-party services and the personal data they may collect:

1. Google Analytics

We use Google Analytics to monitor website traffic, user interactions, and behaviour patterns. This information helps us improve our website and tailor it to user needs.

Data Collected

- IP address (may be anonymised based on configuration).
- Device information (browser, operating system, screen resolution).
- Geographic location (approximate).
- Cookies to identify returning users

For more details, you can review [Google's Privacy Policy](#)

2. Hotjar

Hotjar helps us analyse user behaviour through heatmaps, session recordings, and surveys, enabling us to enhance the user experience on our website.

Data Collected:

- IP address (anonymised by default)
- Device information (browser, operating system, screen resolution)
- Geographic location (approximate).
- User interactions, such as mouse movements, clicks, and scrolling behaviour.
- Input data provided in surveys or feedback forms (excluding sensitive fields like passwords).

You can review [Hotjar's Privacy Policy](#)

3. reCAPTCHA

To protect the website from spam and automated abuse, we use Google's reCAPTCHA service.

Data Collected:

- IP address.
- User interactions with the CAPTCHA (e.g., clicks, mouse movements).
- Browser and operating system details (e.g., user-agent string).

- Cookies to track previous interactions.

For more details, see [Google's Privacy Policy](#).

Links to Social Media Platforms

Our website includes links to our social media profiles on platforms such as Facebook, Instagram, and YouTube. Clicking on these links may result in your personal data being processed by these platforms in accordance with their respective privacy policies.

Data Collected by Social Media Platforms:

- IP address.
- Browser and device information.
- Interaction data (e.g., clicks on the link).
- Any personal data shared with the platform by logged-in users.

For more information, refer to the privacy policies of these platforms:

- [Facebook Privacy Policy](#)
 - [Instagram Privacy Policy](#)
 - [YouTube Privacy Policy](#)
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Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition. We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where legally required to do so.

Data in the chats is encrypted during transit.

Social media

We maintain active social network accounts particularly on Facebook, YouTube and Instagram. We embed widgets from these networks to provide follow buttons, like boxes and stream embeds. This may result in cookies being set by these networks while using our site. While we cannot control what these accounts do with this data, you can review your options by visiting these sites directly.

Testimonies and participation on air

We regularly receive Testimonies from people providing us with feedback which helps us achieve our charitable aims as effectively as possible.

These testimonies are treated as special category personal data since they contain information about people's religious beliefs and other special categories. Processing is carried out in the course of our legitimate activities with appropriate safeguards. This data is not disclosed outside Liberty Radio without your prior consent.

Children and young people

- Where relevant, we comply with the Children's Code published by the Information Commissioner's Office.
 - Liberty Radio is a family radio station, however sometimes content may be sensitive and unsuitable for children.
 - If you are under the age of 13, you must first seek permission from your parent or guardian before registering with Liberty Radio
 - Testimonies: If you are under the age of 18, we require consent from your parent or guardian confirming that you are willing for your Testimony to be used. If you are aged 18+ you will be asked to confirm your age.
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Photography, filming and recording

Regarding interviews, photos and recordings with specific people, we obtain their consent by the use of release forms. Consent can be withdrawn at any time by contacting us.

Journalism

Our activities as a broadcaster include journalism which is classed as a special purpose. Please be aware that we are subject to a series of exemptions from data protection law when processing personal data for this purpose, and such purposes are not relevant to this Privacy Policy unless expressly stated.

Our people

We need to use your personal data to manage your volunteering, from the moment you enquire to the time you decide to stop volunteering with us.

In order to comply with our contractual, statutory, and management obligations and responsibilities, we process personal data, including sensitive personal data, from job applicants, employees and volunteers.

Disclaimer and other notices

Disclaimer

We are not liable for damages arising by any means from the use of or inability to use our website or any material contained in it, or from any action or decision taken as a result of using our website. This website may offer links to other websites. We are not responsible for the content of any linked website not operated by us. We are not responsible for any transmission you may receive from any linked website. The inclusion of a link to a website not operated by us does not imply that we endorse or have approved the linked website.

Our security policies are periodically reviewed and enhanced as necessary and only authorised personnel have access to user information. While we cannot ensure or guarantee that loss, misuse or alteration of data will not occur, we use reasonable efforts to prevent this.

Offensive or inappropriate content

We may disclose personal information if required to do so by law or if we believe that such action is necessary to protect and defend the rights, property or personal safety of Liberty Radio our website or its visitors. If you post or send offensive, inappropriate or objectionable content to our website or engage in any disruptive behaviour we may use your personal information to stop such behaviour. If we reasonably believe that the content you have posted may be in breach of any applicable laws, we may use your personal information to inform any relevant third parties such as law enforcement agencies about the content and your behaviour.

This policy was last updated on **11/12/2024** and may be revised in line with any future changes in Liberty Radio procedures or UK legislation.