



# The Lumen Fidei Institute

## PRIVACY STATEMENT

This privacy statement provides information about how any personal information that *The Lumen Fidei Institute* collects through our website, is used.

Any personal information collected on this site is used solely for the purposes of *The Lumen Fidei Institute*. Apart from credit card transactions, **WE DO NOT** pass on information to any third party. Please see below for details regarding credit card transactions processed through the [www.lumenfidei.ie](http://www.lumenfidei.ie) website.

### **What Information do we collect?**

We do not collect any personal information without your consent. We only retain personal information provided by you. The Lumen Fidei Institute only keeps the following contact details. Name, Address, Phone Number, E-mail address, and information (excluding credit card information) relating to financial transactions made on our website for example, details of items purchased from our website.

Some of our forms also allow you to tell us a little about yourself and your interest in The Lumen Fidei Institute.

### **Your personal information may be used in the following ways.**

To process and ship orders purchased from our online shop.

To respond to queries that you submit to us via contact form or e-mail.

To manage and administer our customer database for accounts and revenue purposes.

To manage any e-mail newsletters or updates that registered users have signed up for or have agreed to receive.

Personal information is only used for the purposes of promoting and advancing the aims of *The Lumen Fidei Institute*. Apart from credit card transactions, **WE DO NOT** pass on any information to any third party.

Personal details relating to financial transactions are held for as long as required by law, currently six years in Ireland. Personal details from those who have expressed an interest in our work is held until we are asked to remove it.

### **Credit Card Transaction Details:**

The Lumen Fidei Institute **do not collect or hold any** credit card information from our supporters and customers. Certain details of your purchase e.g. amount of sale, address verification data, will

be passed onto our credit card processor.

All credit card transactions are processed by **Stripe** through their PCI compliant software and through their secure site, or through your own account on PayPal

You can find out more about Stripe online Security and PCI (Payment Card Industry) compliance here.

<https://stripe.com/docs/security/stripe>

You can check the details regarding PayPal through your account on their site. We do not control any of your personal data collected through your account on PayPal or through payments made through their website or software.

### **Data Protection & Security**

Our website is hosted with Blacknight Solutions, (<https://www.blacknight.com>) an Irish based Web Hosting Company. All website data is held on their secure servers and every reasonable precaution is taken to maintain that security.

### **SSL Certificate**

We have recently upgraded our website security by installing an SSL (Secure Sockets Layer) Certificate. All web transactions are now encrypted over an industry standard secure data transfer connection. You will see this when you are on any page of our website by looking at the address bar. The title of any page will begin with https:// and if your browser supports it, there will be a green lock icon displayed in the address bar.

We also maintain a secure database which is stored locally and is not available on the internet.

### **Site Statistics Privacy Information**

The Lumen Fidei Institute uses Jetpack to track website traffic so that we can see the effectiveness or otherwise of our website in communicating our message.

### **The information that is collected by Jetpack is as follows.**

IP address, WordPress.com user ID (if logged in), WordPress.com username (if logged in), user agent, visiting URL, referring URL, timestamp of event, browser language, country code.

### **Activity that is Tracked**

Post and page views, video plays (if videos are hosted by WordPress.com), outbound link clicks, referring URLs and search engine terms, and country. When this module is enabled, Jetpack also tracks performance on each page load that includes the Javascript file we use for Stats. This is exclusively for aggregate performance tracking across Jetpack sites in order to make sure that our plugin and code is not causing performance issues. This includes the tracking of page load times and resource loading duration (image files, Javascript files, CSS files, etc.).

### **Jetpacks Data Visibility and Retention Policy**

Any piece of data explicitly identifying a specific user (IP address, WordPress.com ID, WordPress.com username, etc.) is not visible to The Lumen Fidei Institute when using this feature. For example, The Lumen Fidei Institute can see that a specific post has 285 views, but we cannot see which specific users/accounts viewed that post.

Stats logs containing visitor IP addresses and WordPress.com usernames (if available) are retained by Automattic for 28 days and are used only for the purpose of powering this feature.

**Temporary Site Access for Web Site Support:**

Very occasionally we may grant temporary access to woocommerce website support engineers in order to enable the resolution of any software or other web related issues. This temporary user access is granted for the duration of resolving the issue at hand and the temporary user is deleted as soon as the problem is resolved. All site access details are sent over a secure connection.

**Contact details for any queries about this privacy policy:**

If you would like a copy of what information, if any, we have received from you, or if you have any queries concerning our privacy policy please contact the following. If you would like to unsubscribe from our e-mail list, you can do so by clicking the 'unsubscribe' link at the end of the e-mail or you can follow the contact instructions below.

**Contact:** John Lacken - [secretary@lumenfidei.ie](mailto:secretary@lumenfidei.ie)

Or fill out the following online form

<https://www.lumenfidei.ie/queries/>

**Last Updated 13<sup>th</sup> March 2021**