

CBN SA Third Party Processor Information

Any third party data processors CBN SA uses are outlined further down in this policy, which identifies who has access to your data for the purpose for which such access is granted.

Legal requirements are imposed on such third parties requiring the protection of such data, including, but not limited to requirements imposed by law, regulation and/or by agreement.

Data Storage

We use third party database providers Microsoft 365, Salesforce, Iterable, and Comm100 to store and manage most of our personally identifiable information. These platforms have some of the highest accreditations available for technical and organizational data security.

For more information, please see below:

<https://privacy.microsoft.com/en-gb/privacystatement>

<https://www.salesforce.com/eu/company/privacy/>

<https://iterable.com/trust/privacy-policy/>

<https://www.comm100.com/privacy/>

Email Subscribers

We will only email you with content that you have consented to receive or is directly related to a product or service which you have purchased or subscribed, or a donation that you have made, or if there is a legal or contractual reason to contact you.

"... the earth will be filled with the knowledge of the LORD as the waters cover the sea." Isaiah 11:9

If you are receiving emails that you do not want, you can stop them simply by clicking the unsubscribe button at the bottom of each of our emails. **NOTE:** Some emails, such as donation confirmations and purchase receipts are automatically generated and cannot be unsubscribed.

We may also use your email address to send you messages and promotions we think you might like through social media services such as Facebook, WhatsApp and Instagram.

Facebook & Instagram

CBN SA wants to send you tailored messages and promotions that we think you will be interested in. To do this, our website uses a Facebook Tracking Pixel. This is a small piece of code that tells Facebook what pages on our website you have visited and logs actions that you may have taken, such as making a purchase through our store or signing up for our email list. We can then use this information to send you relevant communications at the right time. To find out more about what information is collected and how it is used see the [Facebook Data Policy](#).

To opt-out, log into Facebook and go to www.facebook.com/ads/preferences. If you are not on Facebook you can block third party cookies in your browser settings. For more information read the documentation for your website browsers settings. Should you contact us on Facebook or Instagram via direct message then the information remains in our secure inbox in the platform.

People Who Call Our Prayer Line

When you call or message our prayerline phones we keep basic information on Comm100 and Salesforce. We also ensure that all reasonable care is taken to keep all records secure.

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People Who Email Us

Email that you send to use is held securely in our Office365 environment. Any emails we send to you or receive from you are not protected in transit. We may also monitor any emails sent to us, including file attachments, for viruses or malicious software.

People Who Use CBN SA Services

CBN SA's offers various services to the public. We may use a third party to deal with some publication requests such as Arise Magazine but they are only allowed to use the information to send out the publications.

We have to hold the details of the people who have requested a service in order to provide it. However, we only use these details to provide the service the person has requested and other related purposes, including, but not limited to, informing you of other services or promotions we think you might be interested in. We may also use information about people who have requested a publication to carry out a survey to find out if they are happy with the level of service they received.

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