

The purpose of this document is to bring together a number of policies so that CDF members have an overview in summary of CDF's key governance policies. You can read the full policy documents by following the links provided.

Privacy policy and GDPR  **CDF - Privacy Policy (updated 2024).pdf**

How CDF looks after personal data

CDF can only use data for the purpose for which it was given. Here are some examples of what we can and cannot do:

- We can use the data submitted by members to keep them informed about CDF work and events.
- We can use data submitted by people who sign up to an event to keep them informed about that event.
- We cannot use non-member data submitted for a specific event to keep them continually informed about ongoing CDF work or other events UNLESS they have consented for us to do so.
- We should not use email addresses we have for CDF members to tell them about non-CDF related events or information or contact them privately (unless we also have an existing private relationship with them which is independent of our CDF role.)
- We take care over the security of member's data and endeavour to the best of our abilities to ensure that the data in our care cannot be lost or stolen i.e. password protected. Regional representatives who hold CDF member's data should also protect such data that they might hold.
- We will respect the wishes of the people whose data we hold and remove them from our database when asked and correct any mistakes in our database when informed of errors.
- We will not pass on members details to those who are looking for treatment and we do not refer patients on to the membership.
- We will not pass on members details to non members or other parties.

Our life online – Social media policy  **CDF social media policy 2024 6.12.2024.pdf**

It is important to understand that our behaviour online can have consequences in the real world. Consequently, our behaviour online, whether using our own social media or interacting online on behalf of CDF, should be full of salt and light and a good witness to the world.

General Principles apply when using social media.

1. Be Respectful: Always communicate respectfully and professionally. Avoid engaging in arguments or negative interactions.
2. Be Accurate: Ensure all information shared is accurate and up to date. Correct any mistakes promptly.
3. Be Transparent: Clearly identify yourself and your role within the charity when posting on behalf of The Christian Dental Fellowship
4. Confidentiality: Do not share confidential or sensitive information, including photos, about the charity, its staff, volunteers, or beneficiaries.
5. The CDF administrator is responsible for setting up and managing CDF's social media channels.
6. Members should not post Zoom meeting ID and passcodes on social media. Instead, ask the audience to contact our administrator for the Zoom details.
7. CDF is not a political organisation and does not hold a view on party politics or have any affiliation with or links to political parties. We have every right to express views on policy, including the policies of parties, but we cannot tell people how to vote.
8. If a complaint is made on CDF's social media channels, our administrator will respond with appropriate advice from the Trustees.

Use of personal social media accounts

This policy does not intend to inhibit personal use of social media but instead flags up those areas in which conflicts might arise.

1. Be aware that any information you make public could affect how people perceive CDF. You must make it clear when you are speaking for yourself and not on behalf of CDF. If you are using your personal social media accounts to promote and talk about CDFs work, you must use a disclaimer such as: "The views expressed on this site are my own and don't necessarily represent CDF's positions, policies or opinions."
2. Use common sense and good judgement. Be aware of your association with CDF and ensure your profile and related content is consistent with how you wish to present yourself to the public, colleagues, partners, and funders.
3. If a CDF member is contacted by the press about their social media posts that relate to CDF, they should talk to the administrator immediately and not respond directly.
4. CDF members should not use CDF's logos or trademarks unless approved to do so. Permission to use logos should be requested from the administrator.
10. Always protect yourself and the charity. Be careful with your privacy online and be cautious when sharing personal information. What you publish is widely accessible and will be around for a long time, so do consider the content carefully. When you are using social media sites, keep passwords safe.
11. Think about your reputation as well as the charity's. Express your opinions and deal with differences of opinion respectfully. Be polite and the first to correct your own mistakes.
12. When online in a personal capacity, you might also see opportunities to comment on or support CDF and the work we do. Where appropriate and using the guidelines within this policy, we encourage members to do this as it provides a human voice and raises our profile. However, if the content is controversial or misrepresented, please highlight this to the administrator who will respond as appropriate.

Below is some guidance as to what that looks like.

- When engaging with social media, be clear in your own mind in which capacity you are acting. Is this a personal post or a post on behalf of CDF?
- If acting on behalf of CDF, you must ensure that all posts are in line with current policies and processes to ensure that your post does not bring CDF into disrepute. If in doubt, contact cdfadmin@cdf-uk.org before posting.
- If you get replies or comments about the work of CDF please pass these onto cdfadmin@cdf-uk.org to respond to.
- If posts are personal please make that clear, especially if you are commenting on dental or Christian matters.
- Always be respectful with your posts. Do not use foul or offensive language.

Complaints Policy Complaints Policy and Process (2025).pdf

At the Christian Dental Fellowship, we are committed to providing the highest standards of service to our members, beneficiaries and donors. CDF fosters a culture where workers can raise concerns with others and that these concerns are received, listened to, and where appropriate, acted upon and issues resolved. However, we recognise that there may be times when we do not meet these standards.

If these informal ways of dealing with difficulties cannot deal with the matter in hand then a formal complaint can be made. This Complaints Policy outlines our procedures for dealing with complaints to ensure they are handled promptly, fairly, and effectively.

The purpose of this policy is to ensure that all complaints are handled in a consistent, fair, and timely manner. To provide a clear and transparent process for dealing with complaints, enabling us to learn from complaints to improve our services.

This policy applies to all complaints received by the Christian Dental Fellowship, whether they arise from within CDF: its members, workers and volunteers, beneficiaries, or from members of the public and other organisations outside of CDF

Complaints may relate to any aspect of our operations, including service delivery, fundraising activities, or the conduct of our staff or volunteers.

A complaint is defined as any expression of dissatisfaction, whether oral or written, about any aspect of our work.

4. How to Make a Complaint

Complaints can be made in the following ways:

- Verbally: By speaking to a trustee or the administrator, either in-person or by telephone
- By email: By sending an email to a CDF Trustee: President@cdf-uk.org, Treasurer@cdf-uk.org or secretary@cdf-uk.org, or if the matter involves a Trustee, by emailing cdfadmin@cdf-uk.org
- In writing: By sending a letter to the Christian Dental Fellowship at the charity's registered address with the Charity Commission:

19 BEVERLEY CLOSE, EXETER, EX2 5NJ

Complainants should provide as much detail as possible, including their contact information, the nature of the complaint, and any relevant dates, or evidence.

All complaints will be acknowledged via the route by which they have been received; verbally, by email or in writing, within five working days of receipt. See full document for further explanation.

All complaints will be treated with the utmost confidentiality. Information will only be shared with those who need to know in order to investigate and resolve the complaint.

For any questions regarding this policy or the complaint handling process, or to make a complaint, please contact: The CDF Trustees or if the complaint involves a Trustee, then please contact the Administrator of the Christian Dental Fellowship, by email cdfadmin@cdf-uk.org or using the following address: 19 BEVERLEY CLOSE, EXETER, EX2 5NJ

Confidentiality

Trust and confidentiality are paramount when handling complaints, safeguarding issues, members data and in pastoral care and matters for prayer. Each of these activities have confidentiality at the heart of them, and integral to the relevant policy documents.

Please seek people's express permission to share any information before doing so, including who the information will be shared with and for what purpose.

However, where there is risk of harm or loss of life, or where a safeguarding or whistleblowing issue needs to be referred, confidentiality should not be upheld but dealt with sensitively, appropriately and promptly.

Photography and filming Photography and Filming Policy Sept 2024.pdf

The taking and showing of photographs and video can enhance the work and profile of CDF and we do not wish to hinder the use of this important tool. The issue is around consent and how the photos or video will be used. This policy aims to protect, honour and respect participants who take part in CDF's events and activities, specifically those where photographs and videos may be taken.

There will be an appointed photographer(s) at the CDF Conference taking photos and video, and in addition, others taking photos at regional group events. Participants will be notified of how the footage will be used e.g. in the 3-in-1, social media, website. If delegates do not wish to be photographed/videoed, then they are requested to make themselves known by giving their name to the photographer or by excusing themselves from the photo/video. This notice will be included in the conference programme.

If delegates wish to take their own photos they should gain verbal consent from any and all in the photograph, and consent gained for how the photo will be used. Some of our Mission Partners work in sensitive areas and photos of them should not be taken and or shared without their explicit consent.

CDF holds regular events on Zoom from time to time. If the session or part of the session is to be recorded or a screenshot taken, this will be done by the consent of participants, and participants notified of how the footage will be used. Participants will have the option to turn off their video / change their name and to make themselves anonymous should they so wish to do so. The video may be used to educate and inform others on the content of the meeting.

Consent for photography and videoing may be withdrawn at any time.

Please contact the administrator should you wish to withdraw consent.

In the case of adults, for official photographs/video, implied consent is given unless individuals have identified themselves to the photographer and/or removed themselves from the site of filming.

Safeguarding CDF Safeguarding Statement (2024).pdf

The Trustees of the Christian Dental Fellowship (CDF), are committed to safeguarding and protecting children, young people and vulnerable adults from harm.

We accept and recognise our responsibilities to develop an awareness of the issues that may cause children, young people and vulnerable adults harm.

We also recognise our duty to provide a safe environment for everyone.

We have a designated person, the Safeguarding Officer (SO), who is appointed by CDF Trustees, and is responsible for safeguarding within CDF. They report to the Trustees and undergo appropriate training.

We commit to taking any concern reported to us seriously and acting promptly in response to that concern.

Summary Code of Conduct for CDF Workers

The Trustees expect all CDF Workers to;

- Treat everyone with respect and kindness
- Attend/complete training as required and appropriate to their role
- Carry out their role to the best of their ability
- Report any safeguarding concerns disclosed about an incident, individual or in connection with a CDF worker, to the CDF Safeguarding Officer

- Not abuse their position within CDF for any dishonest gain
- Inform them of any personal change in circumstances which might preclude their role

CDF Council

Date May 2025