

CHRIST FIRST WATFORD PRIVACY POLICY

What is the purpose of this Privacy Policy?

Christ First Watford is a “*data controller*” which means we have a legal duty to provide you with certain information when processing your personal information. If you have any queries about this Privacy Policy or how we use your personal information, please contact our **Data Protection Lead** who is **Lorraine Duff** who can be contacted by email, phone or post:

Lorraine Duff
183 Muirfield Road
Watford
WD19 6JE

E: office@x1church.com

M: 07825 329564

This Privacy Policy relates to:

- What personal information we collect about you
- How we collect and store your personal information
- How we use your personal information
- How we use sensitive personal information
- Who we may share your personal information with
- How we protect your personal information and how long we keep it for
- What choices you have in relation to your personal information (your rights)

We last updated this Privacy Policy on: 18.04.2018

WHAT PERSONAL INFORMATION WE COLLECT ABOUT YOU

What information we process about you

We may collect the following information about you:

- your name and address
- your mobile phone numbers
- your email addresses
- your marital status
- your age and gender
- information about your family
- your employment
- whether you have been baptised
- your role(s) within the church (if appropriate)
- attendance at meetings, events and training
- if we have carried out a DBS check
- the result of a DBS check
- information about your use of the church website and iknow Church service’ (e.g. when you have logged in, what pages you visited)
- information we collect and record as part of pastoral care (this may include anything you tell us unless you ask us not to record it)
- payment details when booking events
- donations to the church
- Any information you provide to us
- Any teams or groups you are involved with
- When you are unavailable for serving on rota
- Dates and times that you are on a rota

Sensitive personal information

We may also collect, store and use the following “special categories” of sensitive personal information (if you give us this information)

- Information about your health, including any mental or physical conditions that you notify us about
- Your religious beliefs
- Your racial origin
- Any criminal record

HOW WE COLLECT AND STORE YOUR PERSONAL INFORMATION

Personal information you give us

We may collect personal information from you when you attend church and speak to us in person. You may also fill in one of our paper forms or provide information through our website. The information provided by individuals is used to set up a user account in iKnow church. We will also collect information from you when you update your user account on iKnow church. We may request additional information from you for your user account, where we feel relevant information is missing.

What is iKnow Church?

iKnow Church Software is designed to help us administer our church and provide all elements of pastoral care to our members and the community. Our members may be provided with access to a user account, which they can use to provide us with information (including personal information), update preferences and access options to allow the booking of events and recording attendance. iKnow church should bring benefits to everyone as we can stay in touch with you much more easily and you can provide us with information in a quick and efficient way.

iKnow church collects certain information automatically such as:

- IP addresses (the name your smartphone uses to identify itself to us)
- Times and dates you use iKnow church
- Information on your location

Cookies

We use cookies to collect information automatically. A cookie is a small file of data which our website places on your computer’s hard drive. The cookies give us information such as details of your visits to our website. We may use cookies to help us to provide you with a better website.

Cookies that we use

Google Analytics

How to delete and control cookies

Most computers automatically accept cookies, but you can change your settings so that you will not receive cookies and you can also delete existing cookies from your computer. If you do not adjust your settings, you will accept cookies provided by this website. To find out how to delete cookies or adjust their settings please visit www.allaboutcookies.org

HOW WE USE YOUR PERSONAL INFORMATION

Our legal basis for using your information

The law only allows us to use your personal information in certain limited circumstances. We have listed these below and what information they allow us to process.

1. Where it is necessary for our legitimate interests

The GDPR specifically states that a church may use legitimate interests to process personal information relating to its members to administer your membership to the church. We consider that

this is the most appropriate condition for us to administer your membership of our church as you would reasonably expect that we would have to process your personal information in order to provide you with membership of our church and so you can take full advantage of all our services. We have put safeguards into place to ensure that your personal information is protected and that your fundamental rights and freedoms are not overridden.

Examples of how we may use your information for administration purposes:

- to maintain a church database of contact details (and for essential assistance from the service provider)
- to send out information relating to church events and activities (unless you have not told us not to send you such information)
- to organise volunteers and put together rotas
- to provide you with pastoral care and other support that you have requested, and we believe would be helpful to you
- so that we can track attendance for Explore groups (our mid-week groups)

2. Where you have consented to us using your personal information

Examples of how we may use your information with consent

- where you have specifically requested to receive information about particular events and groups
- where you have given us information as part of our pastoral care and asked us to use it for a certain purpose

3. Where we the church need to perform a contract we have entered into with you

Examples of how we may use your information in order to comply with a contract that we have entered into with you:

- to buy tickets for events
- for ongoing payment plans
- for leadership development

4. Where we need to comply with a legal obligation

Examples of how we may use your information to fulfil a legal obligation

- keeping records for gift aid purposes
- to prevent and detect fraud
- to protect children and vulnerable adult

HOW WE USE SENSITIVE PERSONAL INFORMATION

“Special categories” of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We may process special categories of personal information in the following circumstances:

1. In limited circumstances, with your explicit consent recorded in writing (e.g. where you tell us information in order to obtain support and pastoral care from us – for example this could relate to physical or mental health)
2. Where we need to carry out our legal obligations (e.g. ensure DBS checking is done where appropriate)
3. Where it is needed in the public interest and in line with our data protection policy
4. Where It Is needed in connection with our children and vulnerable adult’s protection policy

Less commonly, we may process this type of information where it is needed to protect your interests (or someone else’s interests) and you are not capable of giving your consent, or where you have already made the information public.

What this means in practice

We may use your sensitive personal information in the following ways:

- *[your mental or physical health, racial origin, or criminal record]* in order to provide you with support and pastoral care. We may also use this information to help you access support and benefits if appropriate and requested by you
- *[your religious beliefs]* in order to administer your membership of our church
- *[your DBS check - which may contain information relating to criminal offences or presence on a register]* in order to decide your suitability for roles in the church

Written consent

In all cases where we require consent, we will seek your written consent to allow us to process certain sensitive data. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent. You should be aware that it is not a condition of your membership with the church that you agree to any request for consent from us.

Information about children

Whilst information relating to children is not considered to be special category information, it is information that is given specific protection. Where the child is under the age of 13 we will always ensure that the child's parent is able to access and administer the child's iKnow church user account.

Where a child is 13 or over then we will permit the child to have their own iKnow church account, but we may (if we believe it to be appropriate in the circumstances) inform the parents. We will tell the child at the time of signing up that we may inform their parents and we will only do this where it is appropriate and lawful to do so.

WHO WE MAY SHARE YOUR PERSONAL INFORMATION WITH

Other third parties

We may share your information with certain third parties including:

- Other members of our church so that they can provide you with support and pray for you
- Other churches – if you request for us to pass on or obtain your information from another church
- Support services and benefits providers (e.g. local authorities, your doctor)
- Service providers for the performance of any contract we enter into with them or you
- Our church database service provider, for the purpose of maintenance and support
- Analytics and search engine providers who analyse information about your use of our website and help us to tailor our services to your needs

Other service providers we use:

- Edit Websites Limited (provider of iKnow Church software – www.iknowchurch.co.uk)
- HMRC (for claiming of Gift Aid)
- Mail Chimp (for sending out emails)
- PayPal (for processing of card payments)

Legal requirements and law enforcement

We may also disclose your personal information to third parties:

- If we are required by law, or in order to enforce or apply our terms of use. This includes exchanging information with other organisations such as law enforcement agencies

Third party Privacy Policies

The church website (X1church.com), iKnow database and other church communications may contain links to websites owned by other organisations. If you follow a link to another website, these websites they will have their own privacy policies. We suggest that you check the policies of any

other websites before giving them your personal information as we cannot accept responsibility for any other website.

HOW WE PROTECT YOUR PERSONAL INFORMATION & HOW LONG WE KEEP IT FOR

How we store your personal information

The security of your personal information is important to us.

We use appropriate technical and organisational measures to safeguard personal information and encryption technology where appropriate to enhance privacy and help prevent information security breaches.

Any personal information that we provide to you will be held within the EEA.

All third parties who provide services to us are required to have their own privacy policy in place to ensure that your information is protected against loss or misuse.

All information you provide to us is stored on secure servers operated by a third party. A list of our third-party providers can be found above.

Retention of information

We only hold your personal information for as long as necessary for the purposes for which we collected your information.

We are developing a retention policy which lays down timescales for the retention of information. The retention policy will be made available upon completion.

The timescales we will set will be in accordance with any applicable legislation and where none exists then we will keep your information for the duration of any contract that you have entered into with us and then for a period of 7 years after which time it will be deleted.

Emails

If you chose to send us information via email, we cannot guarantee the security of this information until it is delivered to us.

WHAT CHOICES YOU HAVE IN RELATION TO YOUR PERSONAL INFORMATION (YOUR RIGHTS)

Access to information

You have the right to access information that we hold about you. If you wish to receive a copy of the information that we hold, please contact Lorraine Duff. Contact details are at the start of this document.

Changing or deleting your information

You can ask us at any time to change, amend or delete the information that we hold about you or ask us not to contact you with any further marketing information. You can also ask us to restrict the information that we process about you.

Any such requests can be made by emailing us at office@x1church.com

Right to prevent automated decision making

You have a right to ask us to stop any automated decision making. If you do have any questions or concerns, we would be happy to discuss them with you and you can contact us.

Transferring personal information

You have the right to request that your personal information is transferred by us to another

organisation (this is called “data portability”). Please contact us at **office@x1church.com** with the details of what you would like us to do and we will try our best to comply with your request. It may not be technically feasible, but we will work with you to try and find a solution.

Complaints

If you make a request to us under this Privacy Policy and you are unhappy with the response, you can make a complaint and/or ask for the request to be reviewed internally. All complaints and review requests should be made to Daniel Townley, Christ First employee, at **danielt@x1church.com** and he will do his best to try and resolve the issue.

If you have been through the internal complaints procedure and are still not happy with the result, then you have the right to complain to the Information Commissioner’s Office. They can be contacted as follows:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

W: www.ico.org.uk

P: 03031 231113

Changes to our Privacy Policy

We review our Privacy Policy on a frequent basis to check that it accurately reflects how we deal with your information and may amend it if necessary. Any changes to our privacy policy are available upon request or can be accessed via our website.

We welcome questions, comments and requests regarding this Privacy Policy. Contact details can be found at the start of the document.