



Privacy Policy

Introduction

Hope Church South Bedfordshire values everyone who engages with us and takes the management and protection of all personal data we hold very seriously.

This policy explains how we collect data, how we use and store information and what it means for you.

What information do we collect about you?

- **Directly from us**
We collect personal information each time you deal with us, for example when you provide your contact details, in writing or orally, to church staff or volunteers; make a donation; request materials or information; sign up for an event; complete our Google contact form; complete an information and consent form for your children when registering them to be part of our children or youth groups, or otherwise provide your personal details.
- **Sensitive data**
Where you provide the information, we may collect sensitive personal data, including, but not limited to, your religious beliefs, or your physical or mental health.

How will we use the information about you?

We collect personal information each time you deal with us, for example when you provide your contact details, in writing or orally, to church staff or volunteers; make a donation; request materials or information; sign up for an event; complete our Google contact form; complete an information and consent form for your children when registering them to be part of our children or young people's groups, or otherwise provide your personal details.

We may use the personal data we collect to:

- To provide pastoral care to our attendees;
- To administer attendance/membership records;
- To fundraise and promote the interests of the charity;
- To manage our employees and volunteers;
- To maintain our own accounts and records (including the processing of gift aid applications);
- To inform you of news, events, activities and services running at Hope Church South Bedfordshire;

So that we can provide services you have requested, and keep you informed about news, events, activities and services and process your donations we will process your personal data on the basis of the consent you provided us with. You are free to change your preferences at any time.

Applying for a job or volunteering with us

Where you provide personal data and sensitive personal data when applying for a job or volunteer role with us, such as the information on your CV we will process, store and disclose the personal data we collect to:

- Support the recruitment process;

- Answer any questions you may have;
- Use third parties to provide services such as references, qualifications, criminal referencing, checking services, verification of information you have provided
- Provide anonymised data to monitor compliance with our equal opportunities policy

How and where we store your information

- **How long?**
We will keep your personal information only for as long as we consider it necessary to carry out each activity. We take account of legal obligations and accounting and tax considerations as well as considering what would be reasonable for the activity concerned.
- **Security**
We ensure that we have appropriate technical controls in place to protect any personal data you provide. Where information is stored in spreadsheets or other documents they are encrypted or password protected and all laptops, computers, phones or other electronic devices are password protected. If we hold paper copies of information you have given us they are kept securely locked in filing cabinets. We ensure that access to personal data is restricted only to those staff members, elders or volunteers whose job roles require such access and that suitable training is provided for these staff members and volunteers.
- **Where we store your personal information**
We store contact information on Google Drive which is only accessible by church office staff and church elders. Any financial information held electronically is stored in an encrypted spreadsheet which is only accessed by office staff and elders. Information given about your children is stored in password protected documents and paper copies are stored securely in locked filing cabinets.

Sharing Your Information

Your personal data will be treated as strictly confidential and will only be shared with staff, elders and members of the church in order to carry out a service or for purposes connected with the church. We will only share your data with third parties with your consent.

Legal duty

We may need to pass on information if required by law or by a regulatory body. For example, a Gift Aid audit by the HMRC, or if asked for details by a law enforcement agency.

Cookies

- **What are cookies?**
A cookie is a small amount of data that is sent to your browser and stored on your computer's hard drive. Our website makes use of cookies to collect information about our visitors through Google Analytics.
- **How we use them on our website**
To enjoy our website to the full, we recommend that you leave cookies turned on. If you turn off cookies then you may not be able to enter parts of the site. The cookie data that we collect we may use to customise the content on our website and to help to understand visitor's current and future needs
- **Managing cookies**
Most browsers allow you to turn off the cookie function. To do this you can look at the help function on your browser.

- **Third party cookies**

We work with a number of third party suppliers who set cookies on our website to enable them to provide us with services. These are mainly used for reporting purposes so we can improve the way we communicate. We use websites such as Youtube to embed videos and you may be sent cookies from these websites. We do not control the setting of these cookies, so we suggest you check the third party website for more information about their cookies and how to manage them. We also uses third party suppliers such as Google Analytics and these providers may use cookies. They may also use tracking pixels, which are commonly found in advertising to track the effectiveness of adverts. As some of these services may be based outside of the UK and the European Union, they may not fall under the jurisdiction of UK courts. If you are concerned about this you can change your cookie settings (see above) and can find more information about this [here](#).

Employed Staff

We will share necessary information with our accountants who process our payroll.

Children

Families making use of the children's and young people's facilities during our services are required to provide personal data for their children. This data is provided with the consent of the parent or guardian and is securely held and stored as above. We require parental consent to be able to contact any child under the age of 13.

Your choices and telling us when things change

- **Preferences**

You can change your preferences on what you receive from us, or how we contact you, by mail, or email, at any time. You can do so by:

Email: office@hopecentral.co.uk

Write to us at: Hope Church South Bedfordshire, P.O. Box 4355, Dunstable, Beds LU6 9EJ

- **Updating your details**

We do appreciate it if you keep your details up to date. You can do so in the same way as updating your preferences (above). We will not automatically update changes of address, we will normally only update your address when you tell us it's changed.

- **Telling us to stop processing**

You have the right to ask us to erase your personal data, to ask us to restrict our processing or to object to our processing of your personal data. You can do so at any time by emailing or writing to us at:

office@hopecentral.co.uk

Hope Church South Bedfordshire,
P.O. Box 4355,
Dunstable,
Beds
LU6 9EJ

Access to your information

You have the right to request details of the information we hold about you. To make this request, please write to us at the details above. For more information about your rights under the Data Protection Act you can visit the website of the [Information Commissioner's Office](#).

Changes to this policy

This policy was last updated in May 2018. We may amend this policy from time to time to take account of changes to our processes or changes to data protection or other legislation. If we make any significant changes to this policy we will show this clearly on our website or in our communications. By continuing to use our website you will be deemed to have accepted these changes.

Further Processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.