

## Hope Church - Privacy Policy

**Privacy commitment** - Hope Church is committed to protecting and respecting your privacy. This policy sets out what personal data we collect from you, or that you provide to us, and how it will be used.

**Principles** - Hope Church will collect and process all data on the basis of informed consent, except where one or more lawful grounds apply: (1) contracts e.g. employment; (2) legal obligations e.g. safeguarding; (3) vital interests e.g. protection of physical integrity or life; (4) legitimate interests.

We will respect your privacy and only contact you in regard to Hope Church related matters.

**What information do we collect and why?** - Hope Church collects personal information about our users for the following reasons:

- To enable us to communicate with you by email, text, phone or letter, social media platforms based upon your contact preferences, you may opt out of this at any time.
- To enable us to register you into events and training as requested or applicable.
- To enable us to collect donations and claim Gift Aid where applicable.
- To enable us to improve our communication and services.

We generally only collect information on you directly via email sign up and contact forms, post, phone, donation or Gift Aid forms, training registration or event registration forms, safeguarding requirements, DBS applications where applicable, or where you apply for a position, paid or voluntary. We may also receive data indirectly because you have given permission to other organisations to share your data, or it is publicly available, for example your likes and preferences on social media and some websites depending upon your privacy settings, online platforms such as (but not exclusively) Facebook or Instagram. Information from public sources include Companies House, Charities Commission, the internet or published in newspapers and magazines.

Personal data collected includes your contact details, date of birth, your contact preferences, details of communications with you, images of you taken at participatory and public events, details of your transactions and your access or other requirements. We may also keep information such as groups you are part of, what courses and activities you have attended. We use this information to effectively manage the church, to provide you with the best service for your needs and to keep you informed about Hope Church. In certain situations we may also record information regarding pastoral care and support that is given to you.

We will only collect the minimum information on you necessary required for the smooth running of Hope Church and its related activities, we will ask for your consent for Hope Church to hold and process any and all information you choose to disclose to us.

**Children's data** - We will also collect and store data for under 18s who participate in any of our events or activities. Normally and wherever possible we will obtain consent from the parent/carer/guardian of the child before collecting this data. This may include medical information, including allergies and next of kin. Once the young person reaches the age of 18, consent (as above), will be sought from the individual themselves.

**Marketing, research and automated processing, decision making and profiling** - No personal data will be shared with any 3rd party for any reason including marketing or research. Hope Church does not operate automated processing, decision making or profiling.

**Who will have access to my information** - We commit to storing any data supplied by you securely, only verified and appropriately identified Hope Church personnel will have access to your data. Information supplied specifically for financial purposes and for children (under 18s) is only accessible to persons deemed absolutely necessary.

Information will only be transferred to a 3rd party only with your specific consent, other than in the case of the performance of a contract, to protect the data subject or other persons, for specific reasons of public interest and or legal reasons.

**How long does Hope Church keep my data?** Different types of data are in law subject to different retention requirements, however Hope Church commits to destroying (shredding or deletion) of any and all data once it is no longer required/pertinent, when no longer legally required, or upon your specific written request.

**What are my individual rights?** You have the right at anytime to request:

- confirmation that your personal data is being processed
- a copy of information including the source and recipients of your data
- correction of any of your information incorrectly held or which is in and of itself incorrect
- the deletion/erasure, destruction or return of your information
- to restrict the processing of your data when the accuracy, legitimacy or legality of the data or processing are being investigated
- to object to the processing of your data based on legitimate interests or the performance of a task in the public interest

You have the right to a copy of all the information we hold about you (apart from where we are obliged to withhold it where it concerns other people as well as yourself).

Rights relating to data portability and automated decision making do not apply as Hope Church does not carry out automated decision making.

**How can I exercise my rights?** To exercise any of your individual rights, including to obtain a copy of the information Hope Church holds about you please apply in writing to Hope Church at our registered address or via the email below.

We will reply as promptly as we can but in all cases within the legal maximum of one month. Normally this is free of charge but Hope Church reserves the right to charge an admin fee for multiple hard copies or where a request is manifestly unfounded or excessive.

Should you have any concerns about the way Hope Church collects, stores and uses your personal data please contact the Trustee responsible for overseeing Data Protection at Hope Church.

**What else should I know about privacy?** In common with all websites Hope Church uses tiny computer files called “cookies” to enhance and facilitate online browsing, We do not identify you through the use of cookies or any information sent by your computer except where you have asked us to remember your details, this is not necessarily recommended especially where you share a computer with others. Our website may contain links to other websites and you should be aware that we are not responsible for the content or privacy practices on other websites.

If you share a computer, use an internet café or library remember to close you browser once you have finished to ensure that no one else has access to your personal information or correspondence. Please be aware that whenever you voluntarily disclose personal information over the internet this information may be harvested and used by others. Ultimately, you alone are solely responsible for maintaining the secrecy of your personal information when using a computer online.

*Any questions or concerns or to update your details if they change please contact us at:  
Hope Office, Grafton Mews, Harlescott, Shrewsbury, SY1 3PT,  
email: [admin@hopeshrewsbury.org.uk](mailto:admin@hopeshrewsbury.org.uk)  
Phone: 01743 272 465*