

Hope Church Aldershot

Privacy Statement

Hope Church Aldershot (Registered CIO No. 1189502 and registered with the Information Commissioner ZA335839) values everyone who engages with us by whatever means, and we do all we can to protect your privacy and make sure the personal data you provide us with is kept safe. In line with our Christian beliefs, our aim is to be as clear as possible about how and why we use the information you give us.

By providing your personal details you agree to allow Hope Church Aldershot to contact you either on the basis of the consent you have given us or for our legitimate Interests in connection with our charitable purposes, in accordance with current data protection regulations.

The information you provide will be held under the Data Protection Act 2018 and we will ensure that the data is processed in accordance with the General Data Protection Regulation 2016/679 (the GDPR). This statement explains how we collect data, how we use and store information and what it means for you.

How we collect information about you

We collect personal information each time you are in contact with us. For example:

- When you visit us on a Sunday and complete a 'Find out More' card or check-in a child
- Sign up to 'MyChurchSuite'
- Cashless giving including Gift Aid where appropriate
- Book into an event via ChurchSuite
- Give your details to a Hope Church Aldershot representative at an event, complete an online Connect Form or send us an email

Hope Church Aldershot does not receive or hold any credit card details for donations/payments made via our websites. All credit card payments are handled by our agents Stripe & GoCardless. Secure Server Software (SSL) is used to encrypt all credit card information sent from their websites.

We use your personal information for some or all of the following purposes:

- To enable us to meet all our legal and statutory obligations.
- To carry out comprehensive safeguarding procedures (including due diligence and complaints handling) in accordance with best safeguarding practice, with the aim of ensuring that all children and adults at risk are provided with safe environments.
- To provide pastoral and spiritual care and to perform services such as weddings and funerals.
- To connect you with the church community.
- To deliver the church's mission to our community and carry out any other voluntary or charitable activities for the benefit of the wider community.
- To run Sunday and midweek meetings, courses, groups and events.
- To maintain the church's accounts and records.

- To process a donation that you have made (including contacting you regarding Gift Aid information).
- To seek your views or comments.
- To notify you of changes to our meetings, events and role holders.
- To send you communications which you have requested and that may be of interest to you.
- To process an application for a role, and to manage our employees and volunteers
- To operate the Hope Church Aldershot website and deliver the services that individuals have requested.
- To contact you about any children or young people in your care and their involvement in our children's or youth work.

Who do we share your information with?

To help us administrate Hope Church Aldershot effectively, we may share your data with the following third-party systems:

- ChurchSuite (digital church administration package) – for the purpose of securely storing and processing the data you give us. You can read their privacy policy here: <https://churchsuite.com/privacy-policy/>
- Xero (digital accounting package) – for the purpose of processing donations, salaries, and expenses.
- HMRC for Gift Aid claims.

We will not share your information with other third parties without your consent unless the law requires us to do so.

Access to your Information

You have the following rights with respect to your personal information. When exercising any of the rights listed below, in order to process your request, we may need to verify your identity for your security. In such cases we will need you to respond with proof of your identity before you can exercise these rights.

1. The right to access information we hold on you

- At any point you can contact us to request the information we hold on you as well as why we have that information, who has access to the information and where we obtained the information from. You may request details of all the information Hope Church Aldershot holds about you by submitting a request to our Data Protection Working Group using the details below. Once we have received your request we will respond within a month.
- There are no fees or charges for the first request but additional requests for the same data may be subject to an administrative fee.

2. The right to correct and update the information we hold on you

- If the information we hold on you is out of date, incomplete or incorrect, you can inform us, and your information will be updated accordingly.

3. The right to have your information erased

- If you feel that we should no longer be using your data or that we are illegally using your data, you can request that we erase the information we hold.
- When we receive your request, we will confirm whether the information has been deleted or the reason why it cannot be deleted (for example because we need it for our legitimate interests or regulatory purpose(s)).

4. The right to object to processing of your data

- You have the right to request that we stop processing your data. Upon receiving the request, we will contact you and let you know if we are able to comply or if we have legitimate ground to continue to process your data. Even after you exercise your right to object, we may continue to hold your information to comply with your other rights or defend legal claims.

5. The right to data portability

- You have the right to request that we transfer some of your information to another controller. We will comply with your request, where it is feasible to do so, within one month of receiving your request.

6. The right to withdraw your consent to the processing at any time for any processing of data to which consent was sought

- You can withdraw your consent easily by telephone, email, or by post (see Contact Details below).

7. The right to object to the processing of personal data where applicable.

8. The right to lodge a complaint with the Information Commissioner's Office (see Contact details below).

Keeping us up to date with your details and contact preferences

Please tell us as soon as any of your contact details change so that we can keep our records up to date.

You can change the way we contact you or the kind of material we send you at any time by contacting us by mail, phone or email using the contact details below, or for members through MyChurchSuite.

You can unsubscribe from our regular emails at any time by using the 'unsubscribe' or update preferences' links on the email you have received, or for members through MyChurchSuite.

Who sees your information?

The information we collect will be used exclusively within Hope Church Aldershot. We do not pass any of your personal information to any other organisations and/or individuals without your express consent.

How long do we keep your information?

- The length of time we keep the information you have given us depends on the context in which you provided it.
- We will only keep information that is necessary for us to comply with our policies and for statistical purposes.
- We will keep records of any financial transactions you enter into with us for a minimum of 7 years. This will enable us to meet with accounting requirements and respond to any questions from you that arise during that period.

If your questions are not fully answered by the information above, please contact our Data Protection Working Group who will be happy to help:

Email: office@hopechurchaldershot.org

Telephone: 07956 070171

Post: Hope Church Aldershot, 9 Brooklands Road, Farnham GU9 9BS

If you have a concern about the way we are collecting or using your personal data, please raise your concern with us in the first instance or directly to the Information Commissioner's

Office at <https://ico.org.uk/concerns/>

Or by post/telephone:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113