



## **DATA PROTECTION AND PRIVACY POLICY**

Springs Church uses personal data about living individuals for the purpose of general church administration and communication. For the purposes of this document, any reference to Springs Church also includes 'Hope House', which is the trading name under which all of our community activities operate.

Springs Church recognises the importance of the correct and lawful treatment of personal data. All personal data, whether it is held on paper, on computer or other media, will be subject to the appropriate legal safeguards as specified in the General Data Protection Regulation 2018 (GDPR).

Springs Church fully endorses and adheres to the eight principles of GDPR. These principles specify the legal conditions that must be satisfied in relation to obtaining, handling, processing, transportation and storage of personal data. Employees and any others who obtain, handle, process, transport and store personal data for Springs Church must adhere to these principles.

### **How we collect data and information about you**

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

- Register your details and your family details with our iKnow Church accounts
- Make a donation by completion of offering envelopes
- Provide your contact details, in writing or orally, to Church staff or volunteers
- When you attend church services or participate in other Church activities
- Communicate with the Church by means such as email or letter
- Face to face meetings with staff and volunteers
- Access social media platforms such as Facebook or Instagram

### **Maintaining Confidentiality**

Springs Church will treat all your personal information as private and confidential and not disclose any data about you to anyone other than the leadership and ministry overseers/co-coordinators of the church in order to facilitate the administration and day-to-day ministry of the church.

All Springs Church staff and volunteers who have access to Personal Data will be required to sign a Confidentiality Policy and a Data Protection Policy.

### **There are four exceptional circumstances to the above permitted by law:**

1. Where we are legally compelled to do so
2. Where there is a duty to the public to disclose
3. Where disclosure is required to protect your interest
4. Where disclosure is made at your request or with your consent.

### **Use of Personal Information**

Springs Church will use your data for three main purposes:

1. The day-to-day administration of the church; e.g. pastoral care and oversight including calls and visits, preparation of ministry rotas, maintaining financial records of giving for audit and tax purposes
2. Contacting you to keep you informed of church services, activities, resources and events
3. Statistical analysis; gaining a better understanding of church demographics. *N.B. Although collated church data may be passed to a third party, such as number of life groups or life group's attendance, no personal data will be disclosed.*

### **iKnow Church - The Database**

Information contained on iKnow Church will not be used for any other purposes than set out in this

section. The database is accessed through the cloud and therefore, can be accessed through any computer or smart device with internet access. The server for the database is in the UK and hosted by iKnow Church.

1. Access to the database is strictly controlled through the use of name specific passwords, which are selected by the individual.
2. Those authorised to use the database only have access to their specific area of use within the database. This is controlled by the Data Controller and other specified administrators. These are the only people who can access and set these security parameters.
3. People who will have secure and authorised access to the database include Springs Church Trustees, Church Administrator, data in-putters, Ministry Team Leaders, Life Group Leaders
4. All access and activity on the database is logged and can be viewed by the Database Controller
5. Subject Access - all individuals who are the subject of personal data held by Springs Church are entitled to:
  - a. Ask what information the church holds about them and why
  - b. Ask how to gain access to it
  - c. Be informed how to keep it up to date
  - d. Be informed what Springs Church is doing to comply with its obligations under the General Data Protection Regulation 2018
6. Personal information will not be passed onto any third parties outside of the church environment. We do not sell or pass any of your personal information to any other organisations and/or individuals without your express consent, with the following exceptions:
  - a. By providing us with your details you are giving the Church your express permission to transfer your data to service providers including mailing houses, such as MailChimp, to enable fulfilment of the purpose for collection.
7. Sensitive Personal Information: The Church may collect and store sensitive personal information such as health information, religious information (church attendance) when you and/or your family attend, register for church events and conferences. Your personal information will be kept strictly confidential. It is never sold, given away, or otherwise shared with anyone, unless required, by law.

### **Rights to Access Information**

Employees and other subjects of personal data held by Springs Church have the right to access any personal data that is being held in certain manual filing systems. This right is subject to certain exemptions: Personal Information may be withheld if the information relates to another individual.

Any person who wishes to exercise this right should make the request in writing to the Springs Church Data Officer, using the standard letter which is available online from [www.ico.gov.uk](http://www.ico.gov.uk).

Please address all correspondence to:

FAO: The Data Protection Officer  
Springs Church  
7 Zoar Street  
Dudley  
DY3 2PA

or emailing [info@springschurch.co.uk](mailto:info@springschurch.co.uk)

If personal details are inaccurate, they can be amended upon request.

Springs Church aims to comply with requests for access to personal information as quickly as possible, but will ensure that it is provided within 30 days of receipt of a completed form unless there is good reason for delay. In such cases, the reason for delay will be explained in writing to the individual making the request.

Data Protection and Privacy Policy written: 18th July 2019  
Reviewed: May 2022

To be reviewed: **May 2023**