



True Vine Church

Privacy Policy

Date: October 2022 Revision No: 2022V1

True Vine Church

Privacy Policy

True Vine Church (Registered as charity 'Isle of Wight Christian Fellowship') is committed to the protection of the privacy of all those that we come into contact with. This policy outline how we gather, use and store your data and your data protection rights.

We will collect and deal with your personal information in accordance with the Data Protection Act 2018. For the purpose of the Act, we are the data controller of personal data we hold about you.

Contact Details For Our Organisation:

Address: 26a High Street, Newport, PO30 1SS

Tel no: 01983 529271

Email: hello@truevinechurch.org.uk

How We Get Personal Information And Why We Have It

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Providing contact details whilst attending church services or participating in church groups or activities
- Completing a child registration form
- Providing contact details for our churches people database
- Visiting the Church Website or Church Center Mobile App
- Using any of our Planning Center applications
- Having a face to face meeting with church staff or volunteers
- Information that you share with us for the purposes of pastoral care, encouragement, training and prayer
- Making a donation (via online platforms or by completing a gift aid envelope)
- Communicating with the church via online contact forms, email, telephone, letter or church center mobile application
- Completing a self disclosure DBS form
- Accessing church social media profiles such as Facebook, YouTube and Instagram

We Use The Information That You Have Given Us In Order To

- Keep you informed by email, text, post or phone about church services activities and events
- To establish and maintain your involvement in the church so that we can communicate with you about events or activities you may have attended
- To enable team/group leaders to communicate with those in their serving team or group that you are involved in (for the purpose of organising meetings, sharing rotas or other relevant details)
- To maintain appropriate safeguarding arrangements for our children and young people and vulnerable adults;
- To enable pastors, leaders and church staff to communicate with you

- To provide pastoral care and support when necessary
- To record or acknowledge any donation made to the church and process any applicable gift aid
- To answer any inquiry or request for further information about the church, its services, activities and events
- To keep you informed of new developments we believe may be of interest to you
- To improve our ability to assist church members and the wider community
- To comply with legal obligations

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- Your consent.

We will process your data for any purpose to which you have expressly consented.

You are able to remove your consent at any time. You can do this by contacting hello@truevinechurch.org.uk

- Complying with any legal obligations.
- We have a legitimate interest. This includes the fact we use personal data to maintain individuals' involvement within the church so we can contact them.

We will not sell or pass any of your personal information to any other organisations and/or individuals without your express consent, with the following exceptions:

- Information that you have made available to the church directory will be viewable by others deemed suitable to be granted access to the church directory by us.
- By providing us with your details you are giving the Church your express permission to transfer your data to our service providers who assist us to carry out the purpose for which that information is held (for example email services, such as MailChimp, which is used by the Church to circulate electronic newsletters).
- We may disclose your personal information if we are required to do so by law (for example if we are required to do so by a court order).

Sensitive Personal Information

Certain categories of personal data are treated by law as sensitive and receive special protection.

The Church may collect and store sensitive personal information, such as health information (for children that we take into our care) and religious information. Your personal information will be kept strictly confidential. It is never sold, given away, or otherwise shared with anyone, unless required by law.

We will only hold and process special categories of your personal data in certain situations in accordance with the law. For example, we can do so if we have your explicit consent. If we asked for your consent to process a special category of personal data then we would explain the reasons for

our request. You do not need to consent and can withdraw consent later if you choose by contacting the Data Protection Officer.

We do not need your consent to process special categories of your personal data when we are processing it for the following purposes, which we may do:

- where it is necessary for carrying out legal rights and obligations;
- where it is necessary to protect your vital interests or those of another person where you or they are physically or legally incapable of giving consent;
- where you have made the data public;
- where processing is necessary for the establishment, exercise or defence of legal claims;
- Where safeguarding processes require us to process information about criminal convictions;

How We Store Your Personal Information

The church will take reasonable steps to keep secure any personal information, which we hold and keep this information accurate and up-to-date.

The data that we control may be transferred and stored outside the European Economic Area ("EEA"), for example where our software providers store information on servers outside the EEA. It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Where there is a transfer outside the EEA we will ensure that organisation to whom information is transferred is one which subscribes to equivalent standards under the Act.

We will take reasonable, necessary steps to ensure that your data is treated securely and in accordance with this privacy statement.

We will store your information for no longer than reasonably necessary, usually for the time that you are attending the church or are a member of the church. After this we may continue to hold your contact details for as long as you agree in order to keep you informed about the ministry of the church.

The Internet is not a secure method of transmitting information. Accordingly, the Church cannot accept responsibility for the security of information you send to or receive from us over the Internet or for any unauthorised access or use of that information. We take security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. Your information will be held for a reasonable period or as long as the law requires or permits.

Planning Center Applications

Information stored in our Planning Center applications is stored securely in a GDPR compliant manner. Data is stored on secure servers.

“Planning Center is fully committed to upholding the standards put in effect by GDPR. We have contracted with an EU data privacy firm to act as our DPO and provide us ongoing guidance to ensure we are continually meeting the obligations of GDPR and to help our customers. “

More information about security used by Planning Center can be found at:

<https://www.planningcenter.com/security>

Our Website

Our website is hosted on the Wix.com platform. Your data entered on this website may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

Google Analytics information is collected and store on Google Servers where it is retained for a period of 14 months before it is automatically deleted.

Paper Forms

Paper forms are kept in secure filing cabinets and when no longer required are securely shredded and disposed of.

Other electronic data

Email data and electronic documents (such as OneDrive, Google Drive) are stored securely on servers hosted by the service providers.

CCTV

Our building entrance is covered by 24/7 CCTV cameras for the prevention of crime and public safety. This data is automatically written over approximately every 1-2 weeks.

Keeping Details Up To Date

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. You can unsubscribe from our regular emails at any time by using the 'unsubscribe' or 'change preferences' links on the email or texts you have received.

Your Data Protection Rights

- Under data protection law, you have rights including:
- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us if you wish to make a request.

Website and Social Media Information

Use of Cookies

What is a cookie?

A cookie is a small text file that is stored in your web browser. Cookies provide a way for the website to recognise you and keep track of your preferences.

Disabling Cookies

You can instruct your browser to refuse all cookie or to indicate which cookies are being used. The 'help' feature on most browsers provide information on how to accept, disable or notify you about cookies. However please note that disabling may affect the functionality of this and many other websites that you visit.

By using our website, you agree that we can place these types of cookies on your device.

It is important to note that our website is hosted by wix.com and uses google analytics to track the use of our website.

Links To Social Media Platforms

Our website and Church Center app contains links to our social media platforms and may contain links to other websites of interest. Once you leave our website (tvcw.org) or Church Center application this privacy policy no longer applies. Our social media pages (including Instagram, Facebook, YouTube and Google Maps) are governed by their own privacy policies which can be found on those platforms.

Downloads

Any documents or files made available to download from our website are provided at the user's own risk.

Changes To This Policy

The church may amend this Policy from time to time to reflect changes in best practice, security and control and to ensure compliance with any changes or amendments to the Law or other applicable legislation in the EEA. Any amended version will be available on the website. We suggest you visit regularly to keep up to date with any changes.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at

Address: 26a High Street, Newport, PO30 1SS

Tel no: 01983 529271

Email: hello@truevinechurch.org.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>