

Privacy Policy

Updated: 24/05/2018

Who we are

Bangor Vineyard (BV) is a local church based in Bangor, NI. We are a community of people from across Bangor and the wider North Down region that love and follow Jesus.

We believe that when the Kingdom of God comes, it transforms lives, renews culture and impacts every part of society. We exist to bring the life of Jesus and His Kingdom to every person and every part of Bangor and the North Down region,

We are registered and approved by Companies House as a private limited company under number: **NI652470**.

For further information about who we are and regarding our policies, data controllers and data processing please email hello@bangorvineyard.co.uk

Introduction

BV is dependent on the generosity of our church community and supporters to fulfil our purposes and passion for bringing the mission of Jesus to our region and the world. Having a positive relationship with our community and outside supporters is essential and incredibly important to us. We are committed to storing and processing all data you entrust to us in a safe and honest manner; whether you are a visitor to a website, a subscriber to our emails, a financial supporter, a volunteer or you are a participant in any other capacity with us, it is our desire that you feel that we hold your data with utmost respect and protection.

This policy will outline how we collect, process and store information you have freely given to us; online, in person, at an event, community group, via a volunteer, phone, email, letter, text, spoken and personal information we might be in possession of from third parties.

What information do we collect?

We collect information that we need to help keep our community informed and cared for. We will only ever collect the information we need, including data to help improve our services, or that you agree we can obtain. You do not have to disclose any of this information; however, when choosing not to we are unable to provide you with certain information or services.

Personal Data is data or information that can be used to identify who you are. This could include:

name, email address, phone (home and mobile), postal address, date of birth, bank details, credit or debit card details, gift aid forms or family details.

Sensitive Data is data that is recognised by law to be more sensitive in nature, also known as special categories. This would include: Race, ethnic origin, health - both mental and physical, sexual orientation and religious, philosophical and political opinions. Collecting sensitive data is not a requirement unless there is a clear reason for doing so. This might be to pastorally care, support or help you, collected at a specific time period or event to safeguard you and those who might be volunteering or leading.

How do we collect this information?

- Information that is given directly from you to our data processors and controllers:
- Connection Cards
- Online sign up
- Online enquiry forms
- Gift aid forms
- Parental Consent Forms
- Registration to Lifegroups
- Registration to events
- Access NI application forms
- Children's Leader application forms
- From you personally via email, written, text, spoken or phone.

Legal Basis for processing your data

The legal basis for which we hold your data depends on the purpose of why it was initially collected. We rely on your consent to inform you of BV related interests.

You might receive emails regarding your sign up, a thank you email, essential information given to members of BV.

If you financially give or have signed up to Gift Aid you will receive correspondence out of legitimate interest.

Data collected through our booking systems for events, conferences or other BV community programmes.

Employee and volunteer records are processed to comply with legal and contractual obligations.

Storing your Data

We place great importance on how we process, control and store your data.

Information is stored in an online database called ChurchSuite (you can read their full policy here: <https://churchsuite.com/privacy-policy>). We also store certain personal and sensitive data on computer and paper files. We take adequate security measures and procedures to protect against the loss, selling, misuse and alteration of our data. Mobile phones, computers, tablets and hard-drives used in BV for these purposes are held and used by authorised personnel only (this includes leadership, directors and authorised volunteers). This is done carefully and all devices are encrypted on all technology platforms and locked in cabinets for paper documents, to uphold the protection of your information.

Any sensitive data that we obtain or you share with us is only shared to on a need to know basis to members of leadership, staff, associated partners or volunteers. This is done with the utmost respect and care to the person involved. This information is deleted after use of, or if needing to be kept and stored is done so appropriately and data will only be kept for safeguarding reasons.

Places where your data will be processed:

- Churchsuite (Database)
- Mobile Phones
- Email accounts
- Banking
- Event sign up
- Twitter (if you choose to follow us)
- Facebook (if you choose to follow our page)

- By our members of leadership, authorised volunteers in the use of: Connection Cards, Gift aid forms, Volunteer Applications, Parental consent forms and/or any other way we use paper sign up.

Information given indirectly through online services:

Facebook, and Twitter are third party applications that we use to promote events, groups and Sunday gatherings. Each of these applications will have their own privacy policy which users adhere to and how you use them alongside our accounts is to your own discretion. We do not take any personal information from these applications unless we have your consent. However, we may use anonymous data and analytics from here to improve programmes, resources and promotional methods.

Information we receive from other sources. We may also receive information about you from our affiliated churches, other websites that we control, third parties who work closely with us including, for example, business partners, payment and delivery services and search information providers.

How long do we hold your Data for?

The length of time we hold your data for will depend on the purpose you have given it to us. Your Data can be erased at any time you decide unless this directly affects the safeguarding of you staff or volunteers. If you would like to erase, change or update your information with BV you can contact hello@bangorvineyard.co.uk

Transferring data outside of Europe

While most information that we use is processed and controlled within Europe, some information at times will be processed outside of the UK. This would incur when third party application's server and headquarters are outside of the UK, for example: Mail chimp (an online email application which we may occasionally use to send newsletters to our community) have servers located in the USA. While they comply with their own privacy policy and withhold any data with protection and respect, their laws may differ to EU Law.

Website

Our Website does not automatically take in any personal data while you are visiting. It will simply tell us that an anonymous person accessed our website and what areas of the website are used most frequently. This does not apply when you intentionally give us consent by filling out a contact form or sign up to a group or BV event. We work in partnership with Go-Daddy to create and maintain our website and if you would like to read their privacy policies you can do so on their website.

Payment by credit or debit card

All of our events and text giving are given through church suite, Stripe, text local, paypal, Gocardless and Sagepay and text giving. Only staff or volunteer leaders who are authorised are given access to these payments, details and amounts. Once your transaction is completed, we do not store your full credit or debit card details on these websites. We hold bank details for the purpose of regular payments, company accounts and details of those who tithe to the BV community. We also pass this information on to a partner church who support the work of BV by providing some financial administration. Further details of this arrangement and their respective privacy policy can be requested by contacting hello@bangorvineyard.co.uk

How do we use your data?

We may use your data for the following:

- To process any information you have given us onto our database
- To send you relevant and consent based information
- To update you about important information about BV
- To process event bookings or lifegroup sign up
- To process any donations we receive from you, to claim gift aid and to update you on any financial changes or relevant financial information
- To provide you with support or care
- To provide you with specific information you have requested
- To provide you with opportunities to events that you have already attended, to thank you or to invite you to a similar event
- For administrative purposes: record keeping, donation's, data preferences, or internal administrative records

- To manage or respond to any verbal or written compliments or complaints
- To manage, care or support in a sensitive circumstance that would require the input of a pastor
- If you have a child or young person that is attending our services or programmes, you will be kept updated via email, phone or letter
- To notify you about relevant changes to our services
- To run Access NI checks on employees & volunteers in accordance with our safeguarding and employment policies.
- To update partner organisations or third parties where we have retained those third parties to assist us to operate BV and provide the products or services you have requested, such as financial administration (currently provided by a partner Vineyard church), catering and event coordinators, website hosts and IT consultants, and our professional advisers such as consultants, lawyers and accountants. In some circumstances we may need to disclose sensitive information about you to third parties as part of the services you have requested;

If at any time you are receiving information that you deem inappropriate or not what you initially consented to or information you would prefer to receive or not receive, please inform us of this change to hello@bangorvineyard.co.uk

Your Rights

Under UK law you have a number of rights about how your data is processed; if you would like to read about your full data rights that can be found here: Information Commissioner's Office website – <https://ico.org.uk/>. The right to:

Request access to the data we hold about about you. This will be done within a certain time frame for you. This is known as a subject access request form.

Update, amend, change any inaccurate or wrong data about you.

Withdraw or update your communication preferences at anytime.

Raise a concern about the way in which we are controlling or processing your data.

Any personal or sensitive data we hold you to be deleted, except where we are required by law to have said data.

To restrict any personal or sensitive data in certain circumstances.

If you would like to withdraw your consent anytime, unless held by law you can have it deleted, archived, or restricted at anytime by emailing hello@bangorvineyard.co.uk Or alternatively all our email communications provide you with the opportunity to unsubscribe.