

Privacy Policy

Version 1.1 - 12th Jan 2019

Hull Community Church is committed to protecting and respecting the privacy of our website users, visitors and guests while providing the highest possible quality of service.

This Policy explains when and why we collect personal information, how we use it and the conditions under which we may disclose it to others.

Who are we?

Hull Community Church ("we", "our", "us"), will be what's known as the 'Controller' of the personal data you provide to us. We're a registered charity (no. 1147453) and company limited by guarantee (no. 07993991). Our registered address is 310 Newland Avenue, Hull HU5 2NB and we're also registered with the Information Commissioner's Office under number Z1589084.

How do we collect information from you?

We obtain information about you when you use our website, engage with activities and events, make a donation, purchase goods or services from us, or register to receive our newsletters. We will not collect any personal data from you we do not need in order to provide and oversee this service to you.

What type of information is collected from you?

The personal information we collect might include your name and contact details (postal address, phone number and email address), date of birth, information about your device when viewing our website (for instance your IP address and geographical location), information as to whether you are a UK taxpayer, credit/debit card details and any other personal information shared with us.

Any debit or credit card details which we receive on our website are passed securely to our third-party payment processor, who specialises in the secure online capture and processing of transactions. If you have any questions regarding secure transactions, please contact us.

How is your information used and how long is it kept for?

We may use your information to:

- provide you with the services, products or information you asked for.
- process a donation that you have made;
- process orders that you have submitted;
- deal with entries into a competition;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- processing funding or job applications;
- send you communications which you have requested and that may be of interest to you. These may include information about events, campaigns, activities, promotions of our goods and services.

We keep your information for no longer than is necessary for the purposes it was collected for. The length of time we retain your personal information for is determined by operational and legal considerations. For example, we are legally required to hold some types of information to fulfil our statutory and regulatory obligations (e.g. tax/accounting purposes for the collection of Gift Aid).

Who has access to your information?

We may share your information with our trained staff, volunteers, contractors and anyone who you give us explicit permission to share it with. We regularly review who has access to the information that we hold about you.

Third Party Service Providers working on our behalf

We may pass your information to our third-party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process donations and send you mailings). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

Please be reassured that we will not release your information to third parties for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

Your choices

You have a choice about whether you wish to receive information from us. If you do not want to receive direct marketing communications from us about the work we do and our events, products and services, then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, post, phone or text message unless you have given your prior consent. You can change your marketing preferences at any time by contacting us using the details at the bottom of this policy. However, we may still need to contact you for administrative purposes like where we are processing a donation.

Your rights

Right of access - You have a right to access the personal data we hold about you or to obtain a copy of it. We may ask you to verify your identity and for more information about your request.

Right to rectification - We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Right to object - You have the right to object to the processing of your data in certain circumstances. For example, you have the right to stop your data being used for direct marketing. We don't send many marketing emails. But if you've opted in to our updates and changed your mind - you can unsubscribe at any time.

Right of erasure - You have the right to ask us to delete your personal information where it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it.

Right to restrict use - You have a right to ask us to restrict the processing of some or all your personal information if there is a disagreement about its accuracy, or we're not lawfully allowed to use it.

If you wish to exercise any of these rights, please contact us using the details at the end of this policy. However, there may be legal or other official reasons why we need to keep or use your data.

Changes to this policy

Any material changes we make to our privacy notice in the future will be posted on our webpage and, if appropriate, we'll let you know by email. We keep this policy under regular review. This policy was last updated in January 2019.

How to contact us

If you have any questions about our handling of personal information, the best way to speak with us is to email us at privacy@hullcommunitychurch.com. Otherwise, you can write to us at Data Protection, Hull Community Church, 310 Newland Avenue, Hull HU5 2NB.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law, you can complain to the Information Commissioner's Office (ICO) <https://ico.org.uk/concerns>.