

Privacy Policy

Version 1.2 - August 2019

Hull Community Church is committed to protecting your personal data. This privacy policy describes why and how we collect and use personal data and provides information about your rights.

Important information and who we are

Hull Community Church is a registered charity (no. 1147453) and company limited by guarantee (no. 07993991), registered address 310 Newland Avenue, Hull HU5 2NB. We are registered as a data controller with the Information Commissioner's Office and our registration number is Z1589084.

How to contact us

If you have any questions about this privacy policy or our privacy practices, please contact us in the following ways:

Full name of legal entity: Hull Community Church

Email address: Privacy@hullcommunitychurch.com

Postal address: Data Protection, Hull Community Church, 310 Newland Avenue, Hull HU5 2NB

Telephone number: 01482 470125

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (<https://ico.org.uk/concerns>). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us first.

Third party links

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.

Changes to the privacy policy

We'll post any changes we make to our privacy notice on our website and, if they're significant changes we'll let you know by email. This policy was last updated in August 2019.

The data we collect about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- Identity Data includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.
- Contact Data includes billing address, delivery address, email address and telephone numbers.
- Financial Data includes payment card details.
- Transaction Data includes details about payments to and from you and other details of products and services you have purchased from us.

- Profile Data includes purchases or orders made by you, your interests, preferences, feedback and survey responses.
- Usage Data includes information about how you use our website, products and services.
- Marketing and Communications Data includes your preferences in receiving marketing from us and our third parties and your communication preferences.

How is your personal data collected?

We use different methods to collect data from and about you including through:

- **Direct interactions.** You may give us your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - apply for our products or services;
 - create an account on our website;
 - subscribe to our service or publications;
 - request marketing to be sent to you;
 - enter a competition, promotion or survey; or
 - give us feedback or contact us.
- **Third parties.** This could be if you register for one of our events through a third party such as Eventbrite or one of the other third parties that we work with and provide your consent for your personal information to be shared with us.

How and why we use your personal data

We may use your information for several different purposes, which may include:

- providing you with the services, products or information you asked for.
- processing a donation that you have made;
- processing orders that you have submitted;
- dealing with entries into a competition or prize draw;
- conducting analysis and market research to better understand how we can improve our services, products or information;
- seeking your views or comments on the services we provide;
- notifying you of changes to our services;
- sending 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; and
- processing funding or job applications.

Opting out of marketing information

You can ask us to stop sending you marketing messages at any time by using the opt-out links at the bottom of the email or by contacting us at any time.

How long your personal data is kept for

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We review our retention periods on a regular basis.

Who has access to your data?

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 Parties

We may pass your information to our third-party 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). We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

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 legal 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 into 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 top of this policy. However, there may be legal or other official reasons why we need to keep or use your data.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

Data security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.