

Privacy Policy

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 about people who visit our website and people who visit our events, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

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. Hull Community Church is a registered charity (no. 1147453) and company limited by guarantee (no. 07993991). Our registered address is 310 Newland Avenue, Hull HU5 2NB. We're 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, 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, address, phone number, email address, IP address, and information regarding what pages are accessed and when. If you make a donation online or purchase a ticket from us, your card information is not held by us, it is collected by our third-party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

How is your information used?

We may use your information to:

- process a donation that you have made;
- process orders that you have submitted;
- dealing with entries into a competition;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- 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 review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity.

Who has access to your information?

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff, volunteers and contractors.

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.

When you are using our secure online donation and event pages, your payment is processed by a third-party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us.

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.

How you can access, update or delete your information

You have a right to access the personal data we hold about you or to obtain a copy of it. To do so please contact us using the details at the bottom of this policy. We may ask you to verify your identity and for more information about your request.

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.

You have the right to object to our use of your personal information, or to ask us to delete, remove, or stop using your personal information if there is no need for us to keep it. This is known as the 'right to object' and 'right to erasure', or the 'right to be forgotten'. To do so please contact us using the details at the bottom of this policy.

There may be legal or other official reasons why we need to keep or use your data. But please contact us if you think that we should not be using it.

Changes to this policy

Any material changes we make to our privacy notice in the future will be posted on this page and, if appropriate, sent to you by email. This Policy was last updated May 2018.

How to contact us

Any questions regarding this Policy and our privacy practices should be sent by email to privacy@hullcommunitychurch.com or by writing to The Data Protection Officer, Hull Community Church, 310 Newland Avenue, Hull HU5 2NB. Alternatively, you can telephone (01482) 470125.

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>.