



DATA PRIVACY NOTICE

360Life Church

Registered UK charity 1051794

This privacy notice tells you what to expect us to do with your personal information.

1. What is personal data?

Any information relating to a living person (a 'data subject') who can be identified, directly or indirectly from the data held by the data controller (360Life Church). The processing of personal data is governed by the General Data Protection Regulation (GDPR).

2. Who is the data controller?

360Life Church, Stockport, is the data controller (contact details below) and determines the purposes and means of processing personal data.

3. What data do we collect?

The personal information that we collect depends on the context of your interactions with us. The personal information we collect may include the following:

- **Contact information:** Name, address, phone number, email.
- **Demographic details:** age, gender, marital status, family relationships.
- **Communication preferences.**
- **Attendance records:** Services, training, classes, events and groups attended.
- **Register of major life events and religious ceremonies:** Births, deaths, marriages, baptisms.
- **Financial information:** Donation records, Gift Aid declarations, masked payment details.
- **Pastoral Care information:** health information, allergies, religious beliefs.
- **Volunteer information:** Roles, skills, qualifications, availability, preferences.
- **Emergency Contact information.**

Some categories of data above may only be collected specifically for children to ensure their well-being during church activities and events, for example, emergency contact information and allergies.

4. How do we collect personal data?

We collect your data only when you provide it to us voluntarily. Any data we acquire will be verified and we will seek your explicit consent for its use. If your consent is not given, the data will be deleted.

Any data we collect on children and young people will only be gathered and retained with the explicit consent of their parents or guardians.

5. How do we use personal data?

We use your data for various purposes related to the operation and mission of 360Life Church, including to:

- provide pastoral care, including prayer groups.
- ensure your safety and well-being.
- facilitate groups, gatherings, training and events.
- administer membership records.
- maintain a register of major life events and religious ceremonies.
- manage our employees and volunteers.
- carry out DBS checks in accordance with our Safeguarding Policy.
- maintain our financial accounts and records, including processing Gift Aid applications and managing donations.
- provide cards and gifts.
- inform you of our news, events, activities and services.
- deliver services that individuals have requested.

6. How we secure your data.

We take the security of your data seriously. Here are the key measures we have in place:

- **Access Control:** Access to your data is restricted to authorised personnel only. We use password protection to secure our systems and computers.
- **Encryption:** Where it's possible, we use encryption to safeguard your information during storage and transmission.
- **Regular Review:** We regularly review and update our security measures to ensure your data remains protected.

If you have any questions about how we protect your data, please contact our Data Protection Coordinator.

7. What is the legal basis for processing your data?

Most of our data processing is based on your explicit consent. This allows us to use your data to facilitate the services we offer. Additionally, we rely on the following legal bases under the GDPR:

- **Explicit Consent:** You have given us explicit consent to process your data.
- **Legal Obligations:** Processing is necessary to fulfil our legal obligations.
- **Legitimate Interests:** As a charity with religious aims, sometimes we need to hold and process data related to our members and former members.

8. Data sharing.

We respect your privacy and are committed to protecting your personal data. We will only share your data with third parties when it is necessary to provide our services or fulfil our legal obligations. The circumstances under which we may share your data include:

- **Service Providers:** We may share your data with third-party service providers who assist us in various functions, such as IT support, cloud storage, email communication services and payment processing. These providers are bound by confidentiality agreements and data protection requirements that comply with GDPR standards. These Data Processors are outlined below.
- **Legal and Regulatory Requirements:** We may disclose your data to comply with applicable laws, regulations and legal processes. This includes sharing information with law enforcement agencies, regulatory bodies, or other governmental authorities when required. For example, we share donor information with HMRC for Gift Aid claims to comply with tax regulations.
- **Partner Organizations:** We may share data with affiliated churches, religious organisations and partner charities to facilitate joint events, activities, or initiatives. Such sharing is done following data protection principles and with your explicit consent where necessary.
- **Consent:** We will share your data with third parties when you have given us explicit consent to do so, for specific purposes.

We do not sell, trade, or otherwise transfer your personal data to outside parties without your consent, except as outlined above.

9. Data Processors.

A data processor is an organisation that is given the ability to process personal data on our behalf as the data controller. Below is a list of the key data processors we use and how we use them:

- **ChurchSuite**
ChurchSuite is a cloud-based database system based in the UK. It helps us manage church member details, rotas, events, processes, volunteers, donations and communications. The information stored in the system is secured and encrypted. Only key staff, leaders and volunteers are given access to the system. The ChurchSuite privacy notice can be found on their website:
<https://churchsuite.com/privacy-notice/>

- **WhatsApp**

WhatsApp is an instant messaging service owned by Meta. It allows users to send text, voice and video messages, make voice and video calls and share images, documents, user locations and other content. The content of any message is encrypted but phone numbers are shared unencrypted with WhatsApp. It helps us communicate with church members and volunteers. The WhatsApp privacy notice can be found on their website: <https://www.whatsapp.com/legal/privacy-policy-uk>

- **TextLocal**

TextLocal is a mobile messaging platform that enables us to send bulk SMS messages to our members and attendees. It is part of Webex owned by CISCO. It helps us distribute important announcements, reminders and event updates quickly and efficiently. The information used in TextLocal is secure and access is limited to key staff members. The TextLocal privacy notice can be found on their website: <https://www.textlocal.com/legal/privacy/>

- **HMRC**

HMRC (Her Majesty's Revenue and Customs) is the UK's tax authority. We share donor information with HMRC to process Gift Aid claims, which allows us to increase donations by reclaiming tax on eligible donations. This processing is required by law and ensures compliance with tax regulations. The HMRC privacy notice can be found on their website: <https://www.gov.uk/government/organisations/hm-revenue-customs/about/personal-information-charter>.

- **Flock**

Flock is a team collaboration and communication tool that provides messaging, video conferencing and file-sharing capabilities. We use Flock to enhance collaboration among our church staff and volunteers, allowing for efficient planning and coordination of church activities. The data within Flock is secured and access controlled. The Flock privacy notice can be found on their website: <https://support.flock.com/hc/en-us/articles/115004312874-Flock-Privacy-Policy>.

- **Microsoft 365**

Microsoft 365 is a suite of productivity applications and cloud-based services provided by Microsoft. We use it for email, file storage, document collaboration and communication through tools like Outlook, Word, Excel and Teams. The platform offers robust security features, including encryption and access control. Access is restricted to key staff and volunteers. Their privacy notice can be found on their website: <https://www.microsoft.com/en-us/trust-center/privacy>

- **Krystal Email System**

Krystal is a UK-based hosting provider that offers secure email services. We use Krystal's email system to manage our church email communications. The system ensures that our emails are securely stored and transmitted. Access to the email system is limited to authorised staff and volunteers. The Krystal privacy notice can be found on their website: <https://krystal.io/legal/privacy-policy>.

- **MailChimp**

MailChimp is an email marketing service provided by Intuit. We use MailChimp to create, send, and manage email newsletters and communications to our church members, attendees, and volunteers. MailChimp ensures the security and privacy of data with robust encryption and strict access controls. Access to MailChimp is restricted to key staff members and volunteers who manage our email communications. The MailChimp privacy notice can be found on their website: <https://www.intuit.com/privacy/statement/>

- **Apple iCloud**

Apple iCloud is a cloud storage service provided by Apple Inc. We use iCloud to store and sync documents, photos and other data across our devices, ensuring that information is readily accessible and securely backed up. iCloud uses strong encryption to protect data both in transit and at rest. Access to iCloud is restricted to authorised staff members and volunteers. The Apple iCloud privacy notice can be found on their website: <https://www.apple.com/legal/privacy/en-ww/>

- **Payment Processors**

We use third-party payment merchants to process donations. When you donate, your payment details (such as partial card number and expiration date) are collected and processed securely by our payment merchant. We do not store or have access to your full payment details; these are securely held by our payment merchant in accordance with their privacy practices and applicable regulations. For more information about how our payment merchant processes your data, please refer to their privacy policy.

- **GoCardless**

GoCardless is a payment processing service that facilitates direct debit payments. We use GoCardless to manage recurring donations and other regular financial contributions securely. The data processed by GoCardless is encrypted and protected to ensure donor information is safe. The GoCardless privacy notice can be found on their website: <https://gocardless.com/legal/privacy/>

- **Stripe**

Stripe is a global payment processing platform that allows us to accept credit and debit card payments online. We use Stripe to process donations and payments for events securely. Stripe uses advanced security measures to protect financial information. The Stripe privacy notice can be found on their website: <https://stripe.com/privacy>

- **SumUp**

SumUp is a payment processing service that provides card readers and online payment solutions. We use SumUp to facilitate in-person and online donations and payments during church events. SumUp ensures that payment data is securely encrypted and processed. The SumUp privacy notice can be found on their website: <https://www.sumup.com/en-gb/privacy/>

10. How long do we keep your data?

We retain your data for as long as necessary to fulfil the purposes for which it was collected.

- We will retain your data if you are connected to 360Life Church. This could be through active membership, participation in church activities, or communication with the church community.
- Data on attendance records, major life events and religious ceremonies may be retained for historical, statistical and archival purposes and will be anonymised where possible.
- Donation records, Gift Aid declarations, financial information, and associated paperwork are kept for up to 6 years after the tax year to which they relate, following HMRC regulations.

We regularly review our data retention practices ensuring that personal data is securely deleted or anonymised when it is no longer needed for specified purposes or when you request its removal.

11. Further processing.

We will inform you if we intend to use your personal data for a purpose not covered by this Data Privacy Notice. We will issue a notice before commencing the processing of your data for this new purpose. The notice will outline any new purposes and processing conditions. Whenever necessary, we will seek your consent before processing your data for any new purpose.

12. 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 data.
- **Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to fix information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.
- **Your right to complain** - If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the bottom of this privacy notice. If you remain unhappy with how we've used your data after making a complaint with us, you can also complain to the ICO.

13. Contact details.

To exercise all relevant rights, queries, or complaints, please contact the Data Protection Coordinator:

Email: admin@360life.church

Website: <https://360life.church/>

Telephone: 0161 850 8360

Address: 360Life Church, Cale Green Life Centre, 71 Adswood Road, Stockport, SK3 8HR

You can also contact the Information Commissioner's Office (ICO) for further assistance:

Telephone: 0303 123 1113

Website: <https://ico.org.uk/make-a-complaint/>

Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF