

Crossgate Church Privacy Policy

At The Crossgate Church, we are committed to protecting and respecting your data privacy. This policy outlines the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following to understand our processes regarding your personal data and how we will treat it.

We take your privacy seriously and use your personal data as further explained in this Privacy Policy. We are the “controller” of the personal data you provide to us.

Our principles

We will only process your data for purposes that are legal and fair. All processing undertaken will be necessary to achieve the purpose for which it was collected. We will make you fully aware of the extent of Crossgate Church’s processing of personal data at the point of collection in a transparent and easy to understand way. We will also inform you of the possible trusted third-party recipients of your data and will provide you with the safeguards and controls applied to the processing and retention of your data.

Your data will only be processed for the specific and legitimate process for which it was collected. If Crossgate Church propose to use your data for a different purpose, we will seek to obtain your consent.

We will endeavour to use anonymised data where possible. If your data is found to be inaccurate, it will be corrected as soon as reasonably possible.

We will not store your data longer than is needed for the legitimate activity for which it is held. Data retention periods for each type of data are held centrally by Crossgate Church and are in line with legal requirements.

Crossgate Church will ensure your data is protected against unauthorised use and accidental loss, destruction or damage. We also keep your data confidential. It will not be disclosed to unauthorised third parties without a clear reason and in accordance with the consent you give.

Personal Data we may collect and why

Personal data is any information which identifies you personally whether directly (for example, your name) or indirectly (for example, information about your use of our facilities and services).

We may collect the following data about you:

- Contact details: your name, email address, and telephone number so that we can contact you in response to an enquiry you make via our Site or in relation to the events or bookings that we have from time to time agreed with you;
- Correspondence: we collect any additional personal data you may provide to us from time to time if you contact us by email, letter or telephone, through our Site, by submitting a comment on our Site, or by any other means;
- Transaction details: we or our third-party providers will collect information relating to transactions or bookings for various events, such as, Small Groups, Connecting to the Church, Growth Journey, Youth Nights and Kids Church;

When we process your data

We ensure data is only processed when it satisfies one of a number of legal conditions.

We will only process your data when you have freely given specific, informed and clear agreement. You are able to withdraw this consent at any time. Whenever you give consent, we will keep a record of when and how this was given.

If you are a guardian of a minor, we will only process the data of the minor when you have freely given specific, informed and clear agreement. You are able to withdraw this consent at any time. Where possible, we will also ensure that consent documentation is appropriate for the minor, so that they can also understand our requirements for consent. Whenever you give consent, we will keep a record of when and how this was given.

We will never process your data if there is any reason to believe that doing so would prejudice you.

Day to day activities at Crossgate Church may require the processing of sensitive data. All sensitive data will be handled in accordance with legal requirements, best practice and the appropriate safeguards.

Your data rights

You have the following rights regarding your personal data:

Rights	What does this mean?
1. Rights to be informed	You have the right to be provided with clear, transparent and easily understandable information about how we use your personal data and your rights. This is why we are providing you with the information in this Privacy Policy.
2. Right of access	You have the right to obtain access to your personal data (if we are processing it) and certain other information

3. Right to rectification	(similar to that provided in this Privacy Policy). This is so you are aware and can check that we are using your personal data in accordance with data protection law. You are entitled to have your personal data corrected if it is inaccurate or incomplete.
4. Right to erasure	This is also known as ‘the right to be forgotten’ and, in simple terms, enable you to request the deletion or removal of your personal data where there is no compelling reason for us to keep using it. This is not a general right to erasure; there are exceptions.
5. Right to restrict processing	You have the right to ‘block’ or suppress further use of your personal data in certain circumstances. When processing is restricted, we can still store your personal data, but may not use it further.
6. Right of data portability	You have the right to obtain and reuse your personal data in a structured, commonly used and machine-readable format in certain circumstances. In addition, where certain conditions apply, you have the right to have such information transferred directly to a third party.
7. Right to object to processing	You have the right to object to us processing your personal data for our legitimate business interests or for direct marketing purposes (including in each case any related profiling).
8. Right to withdraw consent to processing	If you have given your consent to us to process your personal data for a particular purpose (for example, direct marketing), you have the right to withdraw your consent at any time (although if you do so, it does not mean that any processing of your personal data up to that point is unlawful).
9. Right to make a complaint to the data protection authorities	You have the right to make a complaint to the Information Commissioner’s Office (ICO) if you are unhappy with how we have handled your personal data or believe our processing of your personal data does not comply with data protection law.

How we process your data

We email you to keep you up to date with events and activities at Crossgate Church. This data is held in our main church database and in specialised communication platforms.

We keep a record of events, courses and groups you have registered with and the dates you attended. We may contact you about upcoming activities which may be of interest to you.

We hold historical financial data, in accordance with law, if you regularly give, have donated or purchased anything through our shop or trusted partners.

If you are on a team or volunteer in any of our outreach initiatives, we keep rota information and other data to help us to manage your time, involvement and progression.

If you receive any of our specialist services, such as pastoral or ministry support, we may keep confidential data on this in compliance with government regulations.

If provided with consent, we hold sensitive data regarding allergies or special medical requirements.

Youth and Kids data (aged 17 or under) is held with parent or guardian consent for all of the above activities and is also used to connect with Youth over social media and messaging software.

How to contact us

If you have any questions regarding this policy or the processing of your data, please contact:

The Data Protection Officer
Crossgate Church
Ribbleton Street
Preston
PR1 5BA
dpo@crossgate.church

If you're not satisfied with our response to any enquiries or complaint or believe our processing of your personal data does not comply with data protection law, you can make a complaint to the Information Commissioner's Office (ICO) by:

- writing to: Information Commissioner's Officer, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF;
- calling: 0303 123 1113; or
- submitting a message through the ICO's website at: <https://ico.org.uk/concerns/>

Links to other websites

Our website may contain hyperlinks to websites owned and operated by third parties. This Privacy Policy does not apply to those other websites. We encourage you to read the privacy statements on the other websites you visit, as they will govern the use of any personal data you provide when visiting those websites. We do not accept any responsibility or liability for the privacy practices of such third-party websites and your use of such websites is at your own risk.

Changes to this Privacy Policy

This Privacy Policy was last updated on 20 May 2018.

Crossgate Church may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes