



Ashwood Church Privacy Notice

Ashwood Church promises to respect the personal information you provide to us. We don't want to use it in a way that you won't expect, so our Privacy Notice explains how we protect your privacy and how you can control how we use your personal information.

If you want to change the way in which we use your data or if you have a question about how your personal information is used please contact us using any of the methods below:

- **Email:** privacyofficer@ashwoodchurch.org.uk
- **Postal address:** Privacy Officer, Ashwood Church, The Ashwood Centre, Portland Street, Kirkby in Ashfield, Notts, NG17 7AB

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How we use your personal information

We use your personal information in a number of ways to:

- provide you with the service or information you've requested
- handle the administration of your gift or donation when received via cash, cheque, credit/debit card, direct debit, standing order
- handle the administration of Gift Aid and Gift Aid declaration forms
- to fulfil any contracts into which you have entered with us
- improve our website to make it better for all users
- provide you with useful information about events and conferences
- produce surveys for you to participate in
- keep you informed of fundraising opportunities
- to contact you with appropriate marketing messages where you have given us permission to do so
- to comply with our legal obligations or as otherwise required by law or regulation
- Support your personal and spiritual wellbeing

What personal information we hold about you?

We only ask you to supply information that we need in order to provide the service you have requested. We will normally ask you to provide us with:

- your name and address
- your contact details including email address and telephone number

But we may request other information where it's appropriate and relevant, for example:

- how you would like us to contact you
- age or date of birth, where relevant to your participation in an event or activity

- donation details if you have provided a gift aid declaration your bank details (if you require reimbursement of incurred expenses on behalf of the church)
- license and certificate details where you volunteer and there are health and safety considerations.
- Car, motoring and insurance details where you drive for Ashwood Church Events
- National Insurance number, passport and other related identity details if you are an employee.
- Personal details in connection with any request for prayer, personal or spiritual support

While we mainly hold and use the information you provide directly to us, we may use other sources of information about you, such as notes in relation to our contact with you, for example attendance on courses, or links to small groups.

We do this to help ensure that we only contact you (where you have given us permission) with appropriate communications or requests for support. We take great care in sourcing this information, but if you prefer us not to then please let us know, using the contact details at the beginning of this notice.

Where we collect your personal information from

We collect personal information about you in several ways:

- when you contact us – for example if you ask us to send you a publication, or speak to one of our employees or volunteers and provide personal information
- when you complete one of our personal information sheets
- when you fill in a gift aid declaration
- when you submit a job application or become an employee
- when you provide driving licence or insurance details for specific volunteer roles
- when a DBS check is required
- when you enter personal information into our iKnow application (for which personal, secure log ins are provided)
- when you have used a social media platform to contact us – Facebook, Twitter, or WhatsApp.
- via our network of small groups
- via an accident and incident form when you have been involved in an accident or incident when attending one of our events or activities.
- When you request prayer, personal or spiritual support

How we use your personal information for marketing

We may provide you with information about services, special events and other news where we feel these may interest you. We may use your information for market research and analysis including profiling so that we can ensure we tailor our communications to your likes and needs.

Depending on what contact information you have given to us, we may contact you by email, post, phone, SMS or social media. We will only do this where you have consented to receiving such information from us.

We only use your personal information for marketing where you have given us permission to do so and you can opt out of such marketing at any time. If you wish to do so please email us at privacyofficer@ashwoodchurch.org.uk.

Who we may share your data with

We do not share or sell your data to any other charity or company for marketing purposes.

However, there are some situations where we may use trusted suppliers to help us with administration of the services you have asked us to supply to you for example:

- our business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you
- website hosting companies which we use to administer our website content
- a database company who support us in keeping all our records in order
- as and when required we will share accident and incident information with the Health and Safety Executive, our insurers, our solicitors and other relevant government or local authority bodies.

Under some circumstances we may be required to disclose or share your information without your consent, for example if we are required by the police, the courts or for other legal reasons.

How we keep your personal information up to date

Ashwood Church has a legal obligation under data protection legislation to keep the personal information it collects accurate and up to date. Among other things, it helps us ensure that we do not contact you with inappropriate information and marketing messages. We keep your information accurate as follows:

- by giving you the opportunity at any time to contact us to correct or change your information.
- if you contact any of our employees or volunteers we may ask you to confirm certain details.
- when we receive undelivered mail or email.

How we keep your personal information safe

We take our obligations to keep your personal data safe and secure very seriously.

Within Ashwood Church, access to your personal information is strictly controlled on a 'need to know' basis. Employees and our nominated volunteers are only allowed access to your personal data if they have been sufficiently trained in data handling.

All personal data sent to our trusted suppliers is encrypted. In all cases we require these companies to comply strictly with our instructions and they are not allowed to use your information for their own business purposes. We also require these companies to have sufficient organisational and technical measures in place to ensure the security of your data.

It should be noted that if you choose to send us information via email we cannot guarantee the security of this information until it is delivered to us.

How long we keep your personal information

We keep your personal information in line with our Data Retention Policy

In certain circumstances we have a statutory obligation to keep your personal information for a set period of time (normally six-seven years) and this mainly concerns financial information regarding your donations or Gift Aid contributions.

How you can find out about the information we hold about you

You have the right to request a copy of the information that we hold about you.

If you would like a copy of some or all of your personal information, please email or write to us using the contact details in this notice – we do not apply a charge for providing you with this information.

If we do hold information about you we will:

- give you a description of it.
- tell you why we are holding it.
- tell you who it could be shared with.
- let you have a concise and clear copy of the information.

We want to make sure that your personal information is accurate and up to date and we will be happy to correct or remove information you think is inaccurate. You can also ask us to restrict the information we process about you.

What to do if you have a complaint

If you have a complaint please contact our Privacy Officer by:

- writing to: Privacy Officer, Ashwood Church, The Ashwood Centre, Portland Street, Kirkby in Ashfield, Notts, NG17 7AB
- or sending an email to privacyofficer@ashwoodchurch.org.uk

If you are not satisfied with the way your complaint was handled, you can refer your complaint to UK Information Commissioner's Office at <https://ico.org.uk/concerns/>.

Links to other websites

Our web site may contain links to websites owned by other organisations. If you follow a link to any other website then these sites will have their own privacy policy. We suggest that you check the policy of any linked website before giving them your personal information as this privacy notice does not cover any linked sites.

Changes to this privacy notice

This Privacy Notice does not provide exhaustive detail of all aspects of the Ashwood Church's collection and use of personal information. However, we are happy to provide any additional information or explanation needed using the contact details in this policy.

We keep our privacy notice under regular review. This privacy notice was last updated on: May 2018.