



# PROCLAIMERS

## Proclaimers Privacy Policy

Proclaimers and our related entities (including The Space) appreciate that privacy is very important. Proclaimers has adopted this Privacy Policy as we recognise the right of people to keep their personal information private. This Privacy Policy is UK GDPR compliant and covers:

- The information we collect:
  - What personal information we collect
  - Where and how personal information is collected
  - Why personal information is collected
  - How we use your personal information
  - How long we may keep your information
  - How we keep your information safe
  - Sharing personal information with third parties
- The legal basis for processing
- Your rights under data protection legislation
- Security
- Cookies
- Changes to our privacy policy
- Our contact details

### Interpretation:

Whenever “We”, “Our” or “Us” is used in this Policy it is referring to your relationship with and an obligation or right, with Proclaimers (the Church, The Space and our related entities.)

“Data Controller” is the entity that determines the purpose for which personal data is collected and processed. Proclaimers is a data controller.

“Data Processor” is the entity processing personal data on behalf of the Data Controller

“Personal Data” is any information about a living individual, which allows them to be identified, such as a name, email or photograph and can identify them alone or in conjunction with other information.

### Who we are:

Proclaimers Ltd is a Limited Company and a registered Charity. The Space is our social enterprise. We also operate as a Church which has various community entities.

Proclaimers Ltd

The Space

Roundtree Way

Norwich

NR7 8SQ      Tel 01603 484630

## The information we collect

<p>What information do we collect?</p>	<p>The types of personal information collected by us include:</p> <ul style="list-style-type: none"> <li>• Personal details such as your title, name and date of birth;</li> <li>• Contact details such as postal address, post code, email, mobile and telephone numbers;</li> <li>• When relevant to our mission, demographic information such as marital status, nationality and family details;</li> <li>• financial information such as donation history and your bank details;</li> <li>• Whether you are a taxpayer;</li> <li>• Spouse and family details when you jointly volunteer, register for events, and/or register your children for any reason for Kids and or Fearless;</li> <li>• Employee and volunteer data such as passports, driving licences experience and expenses claims;</li> <li>• Photographs provided by you or taken at Proclaimers live services or events;</li> <li>• Visits to the website to enable Proclaimers to improve its effectiveness and better promote church services, events and services.</li> <li>• Business details such as work email addresses, phone numbers or job titles.</li> </ul> <p>We may collect and store <b>sensitive</b> personal information (Special Category Information under UK GDPR) such as:</p> <ul style="list-style-type: none"> <li>• Health information provided during pastoral meetings;</li> <li>• Health information to assist attendance at Proclaimers services and events;</li> <li>• Religious information (attendance at Proclaimers events/activities, personal faith decisions, baptism);</li> <li>• Register for one of our events;</li> <li>• Provide your contact details, in writing (welcome card, prayer and praise card, contracts) or verbally, to our staff or volunteers;</li> <li>• Purchase goods or services and when you provide credit or debit card details;</li> <li>• Prayer requests.</li> </ul>
<p>When and how do we collect the information?</p>	<p>Personal information may be collected in any of the following ways:</p> <ul style="list-style-type: none"> <li>• Visit to the websites;</li> <li>• Access social media platforms such as Facebook, Instagram, Twitter, YouTube;</li> <li>• Contact us by email, text, letter, telephone;</li> <li>• Register for one of our events;</li> <li>• Provide your contact details, in writing (welcome card, prayer and praise card, contracts) or verbally, to our staff or volunteers;</li> </ul>

	<ul style="list-style-type: none"> <li>• Purchase goods or services and when you provide credit or debit card details;</li> <li>• Make a donation to Proclaimers;</li> <li>• Participate in activities put on by Proclaimers eg groups and teams;</li> <li>• Have face to face meetings with staff and volunteers;</li> <li>• Register with Churchsuite;</li> <li>• Apply for a job or to volunteer;</li> <li>• Contact The Space to enquire about bookings and our services via phone, email, walk in or social media.</li> </ul>
<p>Why do we collect the information?</p>	<p>We collect personal information so that we are able to stay in touch with you, provide you with goods and services and in order to process donations and payments made by you. We also use data (such as photographs and videos) to promote our services and activities.</p>
<p>How will we use the information?</p>	<p>The personal information we collect from you will be used in the following ways:</p> <ul style="list-style-type: none"> <li>• To establish and maintain your involvement with the Church, events you have attended, what areas and activities of the Church you have supported, record and acknowledge any donation;</li> <li>• Provide you with regular correspondence;</li> <li>• To provide the products or services you have requested from the Church;</li> <li>• To answer your enquiry by post, telephone, text message and email;</li> <li>• To register you for events, conferences or promotions;</li> <li>• To assist us to make the Church's sites, services and products more valuable to our community;</li> <li>• For direct promotion of products or services and to keep you informed of new developments we believe may be of interest to you;</li> <li>• To manage employees and volunteers;</li> <li>• To fundraise, process payments as well as related statutory rights and obligations;</li> <li>• To discuss current or potential bookings made with The Space.</li> <li>• To follow up with past events, provide invoices and request feedback of our services.</li> </ul>
<p>How long will you keep the information for?</p>	<p>We will only keep your personal information for as long as it is required and in accordance with the Law and other legal requirements. If you have indicated that you no longer wish to hear from us, we will keep the minimum information necessary to ensure that no future contact is made. However, even after you modify your communication preferences, we may retain copies of information about you for a period of time that is</p>

	<p>consistent with applicable law, applicable statute of limitations or as we believe is reasonably necessary to comply with applicable law, regulation, or legal process.</p> <p>Where we hold Sensitive Category Personal Information, unless we have evidence of your regular contact with us or we are required by law to retain, the sensitive information will be deleted after a period of two (2) years.</p>
<p>How do we keep information safe?</p>	<p>The information you provide to us will be held securely on an online database accessed by or given to our staff and third parties, some of whom are located outside the UK, who act for us for the purposes set out in this policy or for other purposes approved by you. Those parties process information, fulfil and deliver orders, process credit card payments and provide support services on our behalf. We may also pass aggregate information on the usage of our site to third parties but this will not include information that can be used to identify you.</p>
<p>With whom will the information be shared?</p>	<p>Generally, we will only disclose your personal information as follows:</p> <ul style="list-style-type: none"> <li>• To third parties where we have retained or outsourced to those third parties to assist us to operate Proclaimers and provide the products or services you have requested, such as religious education instructors, catering and event coordinators, promotions companies, transport providers, health care providers, website hosts and IT consultants, and our professional advisers such as consultants, lawyers and accountants. In some circumstances we may need to disclose sensitive information about you to third parties as part of the services you have requested;</li> <li>• To different parts of the Church to enable the development and promotion of other products and services and to improve our general ability to assist Church attendees and the wider community.</li> </ul> <p>Countries outside the UK do not always have strong data protection laws. However, we will always take steps to ensure that third parties use your information in accordance with this policy.</p> <p>Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.</p>

## The legal basis for processing

We will only process your personal information where we have a legal basis to do so. The legal basis will depend on the reason/s we collected and need to use your information. Under the Law in almost all cases the legal basis will be:

- because it is in our legitimate interest as registered charitable and Christian religious entities to use your personal information to operate and improve our service as the Church;
- to fulfil any contractual relationship, we have with you in relation to provision of products or services, such as registration at events;
- because you have consented to Proclaimers using your information for a particular purpose;
- because we need to use your personal information to comply with a legal obligation, such as protection and welfare of individuals;
- to protect the vital interests of you or another person, for example, in pastoral situations;
- to process sensitive / special category personal data that is relevant to the Church as a not-for-profit religious organization;
- where you have given consent for us to contact you by email, phone or SMS, to send you information and marketing communications.

## Your rights under data protection legislation

Where you have provided your consent to us processing your personal data, you may withdraw this consent at any time. In addition, the Law gives you the following rights, under certain circumstances:

- You have a right to receive clear and easy to understand information on what personal information we have, why and who we share it with (this information is contained in this policy)
- You have the right of access to your personal information. You may request in writing and securely obtain copies of the personal information we hold about you;
- You have the right to correct or update your personal information held by us;
- You can ask for your information to be deleted or removed if there is not a compelling reason for Proclaimers to continue to have it.
- You can ask that we block or suppress the processing of your personal information for certain reasons. This means that we are still permitted to keep your information – but only to ensure we do not use it in the future for those reasons you have restricted.
- You can ask for a copy of your personal information for your own purposes to use across different services.
- You have the right to request us to stop using your personal information for marketing purposes or for any other purpose where there is no legal requirement for continued processing;
- You have the right to object to profiling activities based on our legitimate interest;

Please tell us as soon as any of your contact details change so that records can be kept up to date. We will take reasonable steps to correct any of your information, which is inaccurate, incomplete or out of date.

If you wish to have your personal information deleted, please contact Rose McCrum and wherever practicable that information will be deleted.

A request to access, amend or delete your personal information may be refused in certain circumstances. If refused, you will be provided with a reason for the decision and, in the case of amendment, will note with your personal information that its accuracy is disputed.

## **Security**

Proclaimers will take reasonable steps to keep secure any personal information which we hold and to keep this information accurate and up to date. Personal information is stored in a secure server or secure files. The Internet is not a secure method of transmitting information. Accordingly, Proclaimers cannot accept responsibility for the security of information you send to or receive from us over the Internet or for any unauthorised access or use of that information. We take security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. Your information will be held until you choose to opt out or as long as the law requires.

## **Cookies**

Cookies are small amounts of information that we store on your computer. Unless you have indicated your objection when disclosing your details to us, our system will issue cookies to your computer when you log on to our websites. Cookies make it easier for you to log on to and use the sites during future visits. They also help to monitor website traffic and to personalise the content of the sites for you. You may set up your computer to reject cookies although, in that case, you may not be able to use certain features on our sites. If you do not wish to receive cookies in the future, please contact us.

## **Changes to this Privacy Policy**

Proclaimers may amend this Privacy Policy from time to time by having the amended version available on our websites. We suggest that you visit our websites regularly to keep up to date with any changes.

## **Contacting us**

If you would like any further information, or have any queries, problems or complaints relating to Proclaimers Privacy Policy or our information handling practices in general, please contact us by calling +44 (0) 1603 484630, emailing: [roseccrum@proclaimers.com](mailto:roseccrum@proclaimers.com) or writing to Rose McCrum, Proclaimers, The Space, Norwich NR7 8SQ, United Kingdom