

Information we may collect about you What we use this information for

Introduction

To better serve each person's individual and spiritual interests as they engage with the church we have to collect and maintain a certain amount of information from you, including basic contact information so that we can get in touch and keep you informed. We may also collect additional "optional" information from you or third parties. We only use the information given to us by you (as set out in greater detail in this privacy policy) to...

- Keep you informed about church news, events, ministries and mission,
- Provide you with appropriate pastoral care and support where this is requested,
- Provide suggestions to move you on in healthy Christian discipleship,
- Help you build life-giving friendships within the church community
- Operate efficiently and effectively using the resources provided to the church.

Name

Your name is used to help identify you in the church's database to users, and subject to your own privacy settings, also to other church members. We may address you personally by name or using your preferred title in our communications (if you have agreed to receive these from us). Optional name fields such as your middle name or middle initial are helpful where there are several people with the same name as you. You may also optionally prefer to be known by a formal name or former name.

Privacy settings

You can always manage your privacy settings, which determines whether any of your contact details (name, email, mobile, telephone or address) can be seen by others in the church. The nature of church community is that people want to get in touch with one another, especially if they're serving as part of a team or they are in a small group together. By default, for new contacts, none of your contact details are visible to other church members. No further personal details can be seen by other church members.

For existing people, your privacy settings are set consistent with the information in the 2019 Church directory. No further personal details can be seen by other church members.

Communication

You can always manage your communication preferences, choosing by which means the church is able to keep in touch with you – email, SMS, telephone or by post.

Sex

Your sex is used to help us understand the demographic makeup of the church, and also to send you relevant communications about gender-related initiatives, for example a men's/women's event (if you have

agreed to receive these from us). Your sex can be recorded as either male, female, or unspecified/unknown.

Date of birth

Your date of birth, used to calculate your age, is used to help us understand the demographic makeup of the church, and also to send you relevant communications about age-related initiatives (if you have agreed to receive these from us).

Marital status

Your marital status is used to help us understand the demographic makeup of the church, and also to send you relevant communications about relationship-related initiatives (if you have agreed to receive these from us).

Your marital status is also used to correctly reflect your relationship status between linked family members such as your spouse/partner and children who are also in the database.

Profile image

In a growing church the pastors, staff, ministry/group leaders and fellow church members will find a profile image helpful to 'put faces to names', making it easier to identify one another at services and events. Your profile image (if you have optionally provided this to us) is visible to the church's database users and church members in the member-facing My ChurchSuite platform, to which you can have access.

Telephone & mobile

From time to time we may need to be able to contact you quickly. Additionally, if you are part of a small group or serve on a rota, fellow group/rota members, or their leaders, may need to call you, for example, to organise a rota swap or to communicate a change to a rota or group meeting, or to circulate a request for prayer (if you have agreed to receive these from us).

Some ministries send SMS rota reminders, and occasionally the church may also communicate a last-minute announcement by SMS (if you have agreed to receive these from us).

Email

The church communicates primarily by email because it's free and accessible to most people.

Your email address is also used to send confirmation emails when you submit information to the church, for example,

- When signing up to an event or small group,
- When submitting contact details and areas of interest as a newcomer,
- When making an online donation,
- When checking in a visiting child through our child check-in system.

We communicate about church announcements, news, events and ministries (if you have agreed to receive these from us). From time to time our communications may also include information about another church's event that we're supporting or recommending.

Your email address is used by you to log in to the church's member-facing My ChurchSuite platform, within which you can manage all your contact details, privacy settings and communication preferences.

Address

Without an address we won't know where to send letters or forms used by the church (if you have agreed to receive these from us) – for example, parent consent forms, statements of donations.

We use your postcode to understand the geographic makeup of the church and to better provide relevant information about events/ministries and initiatives in your geographic area, such as midweek small groups.

We are required by HMRC to maintain a record of your address and postcode in respect of Gift-Aided donations that you may make to us.

Other [custom] fields

We currently maintain the following optional fields of information in our database with the following purposes...

- **Prayer chain** – the church operates a prayer chain which shares prayer requests. You can choose to receive notification via email, SMS, phone, or none. Email is the preferred option since this is free. You can view and change your setting via the My ChurchSuite platform. You will only receive notifications if you have agreed to be contacted by the selected mechanism.
- **Membership status** – we record if you are either a Non-member, Member, Elder (and Member), or Minister. This information allows us to identify and communicate with specific groups based on membership status. You can view your setting via the My ChurchSuite platform.
- **Pastoral area** – for pastoral care, we assign people based on geographic address to specific pastoral areas. These are then overseen by specific Elders with pastoral responsibility. You can view your pastoral area assignment via the My ChurchSuite platform.
- **Photo/video consent** – we sometimes use video-streaming to share the service on-line and/or use still photos and video footage taken during our weekend services and events run by the church for publicity purposes. By default, you will not be included in photo/video used for internal (shown at weekend services) or external (on flyers or the church website or video-streamed) presentations.

We maintain a record of any photo/video consent you give for your image to be included in internal and external presentations. Where permission has been given, we will also endeavour to show you the photos/videos being used prior to use or publication. This will NOT be possible for live-streamed events. However, if permission is subsequently withdrawn, we

cannot guarantee to be able to retract the past use of photos/videos already in circulation.

As the church considers new initiatives and opportunities in the future, we may begin to collect further optional information about you in our database. We will let you know about such initiatives, and the purpose for collecting your additional information before this happens. You can then choose whether that is information you wish to share with us.

Key dates

We maintain a timeline of certain key dates, milestones, anniversaries and events throughout your involvement with the church. This begins with the key date you first connect with the church, but will subsequently include other key dates, such as your participation in certain events and ministries. For example, we'll record a key date when you join/leave a serving ministry or small group or attend a newcomer event or discipleship course.

Knowing these key dates helps us stay organised and is a useful basis for sending appropriate communications (if you have agreed to receive these from us), for discipleship, and for pastoral care. For example, we may invite married couples to a "marriage refresher course", but only if they've previously participated in a marriage course within the last two year, which would be designated by a 'marriage course' key date.

We also use the absence of certain key dates too. For example, we would like to invite those without a 'newcomer event' key date to the next newcomer event.

Some key dates are maintained for safeguarding purposes; such as the date your DBS Check is taken, so that we know when to renew it.

The key dates we maintain about you are only visible to authorised users of our admin-facing database.

Tags

We use tags to categorise and group people together in our database. Like key dates, tags help to keep us organised and are a useful way or directing communications to the right groupings of people (if you have agreed to receive these from us).

While some of the tags we create are based on the presence or absence of information you have provided to us, no automated decisions are made using tags; and a human being is always involved in decision-making or communications concerning you and your data.

Notes

From time to time we may add notes against your contact details in the church's database. These might be a note about a conversation we have had with you or something you've asked us to do for you. Notes ensure that things don't get forgotten.

We only retain notes for as long as they are relevant and then they are deleted from the system.

Service attendance

For compliance with fire regulations, the church records an anonymous “body count” of those present at weekend and midweek services. We don’t record your personal service attendance!

This numerical service attendance data is also helpful for statistical and reporting purposes. For example, to help us understand the suitability of our venues as the church grows.

Sent communication history

We maintain a record of all communications sent to you by us.

Where your email software returns an “open/read” response to our email system, our communications history shows the date and time the message was opened. We periodically review email open rate statistics to better understand the reach and effectiveness of our communications.

Event sign-up

If you sign up to an event run by us, we will maintain an historic record of the sign-up information you provide us, including your name, email address, telephone number, and also details of any tickets selected and payments made. We do not keep a record of payment card details used to purchase any tickets.

Some events may have additional questions on the sign-up form that are relevant to the event - for example, details of dietary needs for an event with catering. Your question responses help us with event management.

We’ll send you a sign-up confirmation email. That confirmation will serve as your receipt if there are tickets and payments. The confirmation also serves as the event ticket and may be required for entry to the event.

Your sign-up details are used by the church’s designated event overseers, those responsible for running the event.

We often welcome people who may be considered vulnerable, at risk and children at church events. For safeguarding purposes, we may record attendance at these events.

We may communicate with you before and after the event, and we may communicate with you about other similar events or initiatives (if you have agreed to receive these from the church).

Your participation (or absence) from an event you have signed up for may also form the basis for future event invitations – for example, in follow up to attending a newcomer event we may notify you about some helpful next steps with the church and things you might like to get involved in. Similarly, if you’ve signed up for an event and are later absent – we may contact you as a courtesy or to offer you an alternative event if that is possible.

Small Group membership and attendance

In addition to weekend services, many people find their primary place of belonging is expressed through being part of one of our small groups. Small groups are also where people primarily receive pastoral care within the church and are a great place to find deeper friendships, to receive prayer support, discipleship, form accountable relationships, and encouragement in your spiritual journey.

We record the date you join (or leave) a small group and we will add your name to the member list that the group's leaders maintain within our database for their group. We'll remove you from the group member list when you leave the group.

Since small group membership reflects a deeper level of church engagement, small group members are an important audience for many church communications (if you have agreed to receive these from us).

By nature, we often welcome people who may be considered vulnerable, at risk and under 18's into our small groups. For safeguarding purposes, we record attendance at small groups.

Additionally, we use small group attendance data to produce statistical reporting on the number of unique individuals attending groups, which may be different to the group's weekly attendance count as people may attend with varying frequency. This attendance data informs our decision-making of when to multiply or plant new groups, and to identify groups that have available capacity to accept new people.

We also want to care for you well – our experience is that group membership is not necessarily the same as group participation! Our pastors and group leaders may periodically refer to small group attendance and reach out to you if you've been absent from the group for any period. In this regard, be assured that our desire to reach out comes from an attitude of genuine care for you.

You are free to not be known as a group member (to opt out) and you may attend the group simply as a visitor if you wish. You will then be excluded from the group's member list and your attendance will only be noted when you visit; but no contact will be made if you are absent or if you choose not to visit the group.

Small group attendance helps us understand each group's demographics, enabling us to better direct newcomers to appropriate groups they may wish to try, based on those who are already members of the group.

Ministry serving commitments, roles, past, active and future rotas, unavailability

Serving on a team is more than just meeting a need within the church; teams are a helpful place to make friendships and enjoy discipleship. We produce rotas for those who serve on teams in the church's ministries.

For those serving on a ministry/team, we record the date you join (or leave) that ministry and we add your name to the ministry's member list that the ministry's overseers maintain within our database about their ministry. We'll remove you from the ministry member list when you leave the ministry.

In order to distribute rotas, send timely rota reminders, facilitate rota swaps and communicate changes or important information about the rotas you serve on, we need to contact you. This will usually be done by email but may also be by SMS (if you have agreed to receive these from us). Your name and your contact details are made available to other rota members, and your name and any roles assigned to you are shown on the rota. Regrettably we may be unable to include you in a serving rota if you choose to opt out of receiving communications.

Since serving on a team reflects a deeper level of church engagement, and because we place a trust in people when they serve, ministry members are an important audience for many church communications (if you have agreed to receive these from us).

It's possible that people who are vulnerable, at risk and under 18's may be serving on rotas too. For safeguarding purposes, we will maintain an historic record of past rotas you may have served on.

Additionally, we use serving rotas to produce statistical reporting on the number of unique individuals participating in serving teams. This serving data informs our decision-making of when we need to recruit for vacancies, when we need to make changes to rotas and when we may start new serving opportunities in the church.

We also want to care for our serving team members, including providing training when appropriate, and to communicate about social and other team events. Our pastors and ministry overseers may periodically refer to past and active rotas to consider whether it is appropriate to reach out to you if you've been absent from the rota for any period. In this regard, be assured that our desire to reach out comes from an attitude of genuine care for you.

You may optionally provide us with dates of unavailability. This helps us with advance rota planning and avoids us assigning you to rota dates when you are not available, reducing the need for unnecessary rota swaps/changes.

Your serving involvement and serving patterns helps us understand each ministry's demographics, enabling us to identify serving opportunities for others and to ensure you are not overstretched or serving in roles that may not be appropriate for you.

IP address and device type

If you access the church's My ChurchSuite member-facing platform, for security reasons we will log your IP address and the type of device you use to log in.

We will use this information to reach out to you if we notice any unusual activity on your account, perhaps from a new IP address or unrecognised device.

A valid email address is a requirement in order for you to be able to log in to the church's system, should you wish to.

We may also monitor login history to report on levels of engagement with the member-facing My ChurchSuite platform, including if your login has been inactive for a period. We can also determine the strength of your password and the date your password was last changed. We may request you increase your password strength or suggest you renew your password.

When you submit information to the church via our website, your IP address is recorded at the point of submission.