

Glenabbey Church Privacy
Policy April 2021

Glenabbey Church is a registered charity in Northern Ireland under the Charity Commission for Northern Ireland No. 102050.

Glenabbey Church is all about connecting people to God and to one another; without you it just wouldn't exist. As such we take your privacy seriously.

This policy sets out the basis on which any personal information we collect from you, or that you provide to us, will be processed.

If you wish to contact us in relation to this policy, please see details in Section 10 of this policy.

1) What information do we hold?

- We hold the information you give us when you register and attend events we run. This includes Sunday services, equipping programmes, community initiatives, mission opportunities, serving on various ministry teams or attending children's, youth, young adults and adult programmes. Also if you set up a method of giving such as standing orders or one-off donations and information to claim gift aid. The information you give us may include your name, postal address, e-mail address, phone number, occupation, church history, previous service, courses attended, interests and giftings, financial and credit card information, medical conditions, age and/or photographs.
- We use a third-party provider, ChurchSuite, to process and store personal details of members and regular attenders who have given us their consent to hold their information. For more information please see [ChurchSuite privacy policy](#).
- We hold contact information and references as part of our Access NI process. This information includes name, address, date of birth, phone number, email address, reason for applying to serve, relevant experience related to serving in ministry, current membership status, current involvement in ministry, safeguarding information and reference contact information. The Access NI application process itself is completed online. For more information please see [Access NI privacy policy](#).
- We use a third-party provider, MailChimp, to deliver our updates. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our updates. For more information, please see [MailChimp's privacy policy](#). You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by emailing our data protection officer at dataprotection@glenabbey.church
- As part of the communication process for our regular members' updates, we collect personal information. We use that information for a couple of reasons: to tell you about information you have asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are correct. We don't rent or trade email lists with other organisations and businesses.
- We use a third-party provider, Planning Centre, to assist with the organisation and planning of our weekly services and main events. For more information, please see [Planning Center privacy policy](#).
- Sunday morning services (and some other activities) of Glenabbey Church are recorded. Images of the people attending or participating in the service (or other activity) may be used and shown in our media ministry, resources and for other promotional purposes. By

attending any service (or other activity) you agree to Glenabbey Church using your image and personal information in these recordings.

- When someone visits www.glenabbey.church we use a third-party service, Google Analytics to collect standard internet log information and details of visitor behaviour patterns. For more information please see [Google's privacy policy](#). We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.
- When you use GlenabbeyPublic or GlenabbeyPrivate Wi-Fi we may collect data about:
 - your device;
 - the volume of data which you use;
 - the websites and applications which you access; and
 - your usage by access time, frequency and location.
- We use a third-party provider, Sage, to process our accounts and payroll information. For more information, please see [Sage Privacy Notice](#).
- If you are an employee or volunteer we may also hold certain categories of sensitive information such as personal financial details, age, gender, marital status, date of birth, full employment and educational history, references, medical and criminal records.
- In the interests of security and safety, and the comfort of the church community, the church also operates CCTV camera within and around the entrances to the church premises. We are registered with the Information Commissioner's Office (ICO) No. ZA257193 and adhere to their code of practice.
- Where practicable, the purpose for which we collect personal information will be made clear at the time of collection. If you do not provide us with certain information we may be unable to provide you with access to some of our services or the assistance you have requested.
- Users can generally visit the church website without revealing who they are or other personal information unless they log on, place an order or register with us. The church will not collect any personal information about visitors to the website except when they knowingly provide it.

2) How will we use your information?

Glenabbey Church will use the personal information we collect for the purpose disclosed at the time of collection, or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law. Generally, we will only use and disclose your personal information as follows:

- a) to establish and maintain your involvement with Glenabbey Church, including providing you with members' updates and updates on your giving to Glenabbey Church;
- b) to provide the products or services you have requested from Glenabbey Church;
- c) to answer your enquiry;
- d) to manage rotas for ministry involvement;
- e) to manage and provide pastoral care;
- f) to register you for services, events or conferences;
- g) to assist us to make our sites and services more valuable to our community;
- h) to third parties where we have retained those third parties to assist us to operate Glenabbey Church and provide the products or services you have requested, such as religious education instructors, catering and event coordinators, 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; and

- a. To maintain accurate and up to date records for our employees & volunteers;
- b. To run Access NI checks on employees & volunteers in accordance with our safeguarding and employment policies.

3) Where do we store your personal data?

- We are committed to holding your personal information securely. Only Glenabbey staff, volunteers (and the staff of our Business Partners) that are authorised to see your data can access it.
- We may store your information on computers, in paper form, or both.
- All computers that store any personal data are secure and password protected.
- Laptop computers and similar devices that contain confidential information are encrypted.
- Any paper files that hold personal information (other than names and contact details) are kept on secure premises in locked cupboards and filing cabinets.
- Information you provide to us is stored on our secure servers or those of our third-party partners. Where we have given you (or where you have chosen) a password that enables you to access certain parts of our site or app, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.
- Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

4) What is our legal basis for processing your data?

- Our legal basis for processing personal data is different depending upon the purpose it was collected for. The following list covers the main types of data that we hold, for a full list please contact: dataprotection@glenabbey.church.
 - Data collected for Glenabbey Members' Updates and general information is held on consent (unless otherwise stated).
 - Data collected through our website or app for the services, events and courses that we run is held on consent, for our legitimate interests or because of a contractual obligation to do so.
 - Employee & volunteer data records are processed to comply with legal and contractual obligations and to fulfil our legitimate interests as an employer.

5) How long do we hold your data?

- The length of time that we will retain your data will vary depending upon the purpose for which it is processed.
- Data that is held by us on consent is only kept for as long as we have your consent to process that data.
- For a full list of our data retention periods you can contact dataprotection@glenabbey.church.

6) Your Rights

- Under UK legislation you have a number of rights about how your data is processed. Full details of your personal rights can be found on the [Information Commissioner's Office website](#)
 - Your rights include the right to:
 - Request access to the data we hold about you;
 - Have inaccurate and incomplete data rectified;
 - Have the personal data we hold on you deleted (except where we are required to hold the data by law);
 - To restrict the processing of your personal data in certain circumstances;
 - Data that is held on consent will only be processed as long as we have your consent. To withdraw your consent you can contact us by emailing us dataprotection@glenabbey.church.

7) Other Websites

- Our site may, from time to time, contain links to and from other websites, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

8) Cookies

- Our website uses cookies for the following reasons:
 - To allow you to carry information across pages of our website and avoid having to re-enter information when you return to our site;
 - To measure our website traffic and analyse how our website works. This will allow us to make changes to our website in the future and make it easier to use.
- You can accept or decline cookies by modifying the settings in your browser. Please note that if you disable all cookies then you may not be able to access some parts of our website.

9) Changes to our privacy policy

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

10) Contact

If you have any questions, comments or requests regarding this privacy policy please email dataprotection@glenabbey.church or write to us at:

Data Protection Officer
Glenabbey Church
Ballycraig Road
Newtownabbey
Co. Antrim
BT36 5ZZ