



High Street Chapel

## Privacy (GDPR) Policy

**At High Street Chapel, we're committed to protecting and respecting your privacy.**

This Policy explains when and why we collect personal information about people who make donations, return sign up forms, sign up for regular emails or visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

Any questions regarding this Policy and our privacy practices should be sent to us:

By Email: [admin@highstreetchapel.org.uk](mailto:admin@highstreetchapel.org.uk)

By Post: High Street Chapel, High Street, Hopton, IP22 2QX

By Phone: 01953 681692

### Who we are

We are a thriving evangelical Church located on the Suffolk/Norfolk border in the village of Hopton (near Diss), England. For over 150 years Christians have worshipped at High Street Chapel.

### How do we collect information from you?

If you regularly attend our church, we will ask you to complete a GDPR compliance form confirming you are happy for us to hold your personal data and that you are happy for us to communicate with you in the formats you consent to.

If you or your children attend a church based activity, when you join us or register your child you will be asked to complete as part of the registration a GDPR compliance form. We will also request emergency contact details.

We may also request and keep emergency contact details for all our group leaders and helpers.

### What type of information is collected from you?

The information we collect might include your name, address, email and phone number if you have supplied these to us and IP address, and information regarding what pages are accessed when you visit our website.

### How is your information used?

The information that we collect about you will only be used lawfully (in accordance with the Data Protection Act 1998 and the General Data Protection Regulation 2018). All data is retained exclusively within the United Kingdom, or transferred only to 'third countries' where 'adequacy of protection' or specific certification (such as Privacy Shield) as defined by the GDPR has been confirmed.

We may use your information to:

- Send you our weekly newsletter by email
- Send you our weekly prayer request letter by email
- Keep you informed of events being held or meetings changes

# HSC

High Street Chapel

We review our retention periods for personal information on a 3 yearly basis. If we think we may no longer need to hold your data, we will endeavour to contact you for consent to both hold your data and communicate with you. If you do not respond to this we will no longer contact you, removing you from our records unless there is a statutory need to retain your information.

We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will review the data we hold on you every five years. But you can to be taken off of all or some methods of communication at any time by contacting us via:

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## **Who has access to your information?**

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

Third Party Service Providers working on our behalf: We may pass your information to our third party service providers for the purposes of completing tasks and providing services to you on our behalf (for example to process donations). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and will have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

We may release your information to third parties if we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

## **Your choices**

You have a choice about whether or not you wish to receive information from us. If you change your mind and do not want to receive communications from us or you want to change your preferences for communication, you can contact us by:

By Email: [admin@highstreetchapel.org.uk](mailto:admin@highstreetchapel.org.uk)

By Post: High Street Chapel, High Street, Hopton, IP22 2QX

By Phone: 01953 681692

We will not contact you for marketing purposes by post or email, unless you have given your prior consent.

## **How you can access and update your information**

The accuracy of your information is important to us. If you change your address, phone, email, or any of the other information you have given us please contact us via:

By Email: [admin@highstreetchapel.org.uk](mailto:admin@highstreetchapel.org.uk)

By Post: High Street Chapel, High Street, Hopton, IP22 2QX

By Phone: 01953 681692

You have the right to ask for a copy of the information High Street Chapel holds about you and this will be provided to you on request.

# HSC

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## **Security precautions in place to protect the loss, misuse or alteration of your information**

When you give us personal information, we take steps to ensure that it's treated securely. Your personal data is held securely encrypted on cloud based platforms employed by High Street Chapel for this purpose by a 3rd party provider, currently:

- Google DriveStream (holding names and addresses, communication we have received and sent, plus financial and all other data).

All of these 3rd party providers are currently Privacy Shield registered US based companies at the time of this policy issue. Privacy shield is an agreement in place between the EU and US to protect the flow of personal data between the EU and US. which is considered "adequate protection" and certification under GDPR.

Non-sensitive details are transmitted normally-over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems.

Where we have given (or where you have chosen) a password which enables you to access High Street Chapel computer systems or certain parts of our websites or cloud services, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. If you believe your password is compromised in any way you must contact us immediately using one of the methods shown in the "Contact Information" section.

## **Use of 'cookies'**

Like many other websites, the High Street Chapel website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your device to allow that website to recognise you when you visit. They help us collect statistical data about your browsing actions and patterns and do not identify you as an individual. This helps us to improve our website and deliver a better more personalised service.

It is possible to switch off cookies by setting your browser preferences. Turning cookies off may result in a loss of functionality when using our website. You can learn how to switch off cookies here: <http://www.aboutcookies.org.uk/managing-cookies>

## **Links to other websites**

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.



High Street Chapel

### **18 or Under**

We are concerned to protect the privacy of children aged 18 or under. If you are aged 18 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

### **Transferring your information outside of Europe**

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

### **Review of this Policy**

We keep this Policy under regular review. This policy is currently at Version 2.0, last updated on the 11/02/2022